



A newcomer's guide

to the City of Vancouver 

The Newcomer's Guide has information about the City of Vancouver and other levels of government, as well as community agencies and services.

*Intended for newcomers to our city,
it will also be useful for long-time residents.*

This publishing project was approved by Vancouver City Council as part of the Public Involvement Review initiative. We would like to thank city staff and other resource people who contributed generously to the contents of the Guide.

The Newcomer's Guide is also available in Chinese, Punjabi, Spanish and Vietnamese.

*Please visit the Guide's multi-language website at:
www.newtovancouver.ca*

The publication of the Newcomer's Guide was generously supported by:



Scotiabank, one of North America's premier financial institutions, is proud to be a sponsor of A Newcomer's Guide to the City of Vancouver. With over 20 branches in Vancouver and more than 2,000 branches and offices in more than 50 countries, Scotiabank is Canada's most international bank. Visit us on the worldwide web at www.scotiabank.com



Local Multilingual Television (Lmtv) is a division of Rogers Media



Ministry of Community, Aboriginal and Women's Services
Aboriginal, Multiculturalism and Immigration Programs Division
Community Liaison Branch



A Newcomer's Guide
to the
City of Vancouver



City of Vancouver
City Hall 453 West 12th Avenue
Vancouver, B.C. V5Y 1V4
www.city.vancouver.bc.ca
Tel: 604-873-7011

Published by
The City of Vancouver
Community Services Group
Social Planning Department
453 West 12th Avenue
Vancouver, B.C. V5Y 1V4
www.city.vancouver.bc.ca
Phone: 604-873-7487
Fax: 604-871-6048

Jeff Brooks
Director

Baldwin Wong
Project co-ordinator/editor

Catherine Clement, Paul Heraty,
Michael White, Baldwin Wong
Project Steering Committee

Sid Cho/Graphic Connections Inc.
Design & Art Direction

Photographs courtesy of Tourism B.C. and Tourism Vancouver
Additional photography by Barbara Cole
Printed by Hemlock Printers Ltd.

Copyright 2001 by the City of Vancouver

All rights reserved. No part of this publication may
be reproduced, stored in an electronic database,
or transmitted in any form by any means electronic,
photocopying, recording or otherwise without prior
written permission from the City of Vancouver.

Canadian Cataloguing in Publication Data

Main entry under title:
A Newcomer's Guide to the City of Vancouver
ISBN 1-894152-02-6

First edition 2002

Table of Contents

PART ONE:

INTRODUCTION

- 5 Welcome to Vancouver
- 6 Vancouver Facts and Map
- 7 Vancouver and its People
- 8 Vancouver Neighbourhoods
- 9 Vancouver Favourites
- 11 Planning for the Future



PART TWO:

CITY SERVICES

- 13 Emergency Services 9-1-1
- 13 Fire and Rescue Services
- 14 Garbage and Recycling
- 15 Hazardous Waste and Graffiti
- 17 Parks and Recreation
- 20 Permits and Licenses
- 21 Police and Community Safety Programs
- 24 Public Library
- 27 Streets, Parking and Greenways



PART THREE:

LIVING IN VANCOUVER

- 29 Housing
- 31 Getting Around
- 34 Schools and Education
- 35 Health Services
- 37 Community Services
- 38 Childcare
- 39 Children and Youth Programs
- 40 Seniors Programs
- 40 Cultural Activities and Special Events



PART FOUR:

CITY GOVERNMENT AND PUBLIC INVOLVEMENT

- 43 City Government
- 45 City Departments and Service Groups
- 46 Revenues and Expenditures
- 46 Boards, Commissions and Committees
- 46 Civic Elections and Voting
- 48 Civic Participation and Involvement
- 49 Telephone Reference guide



Introduction

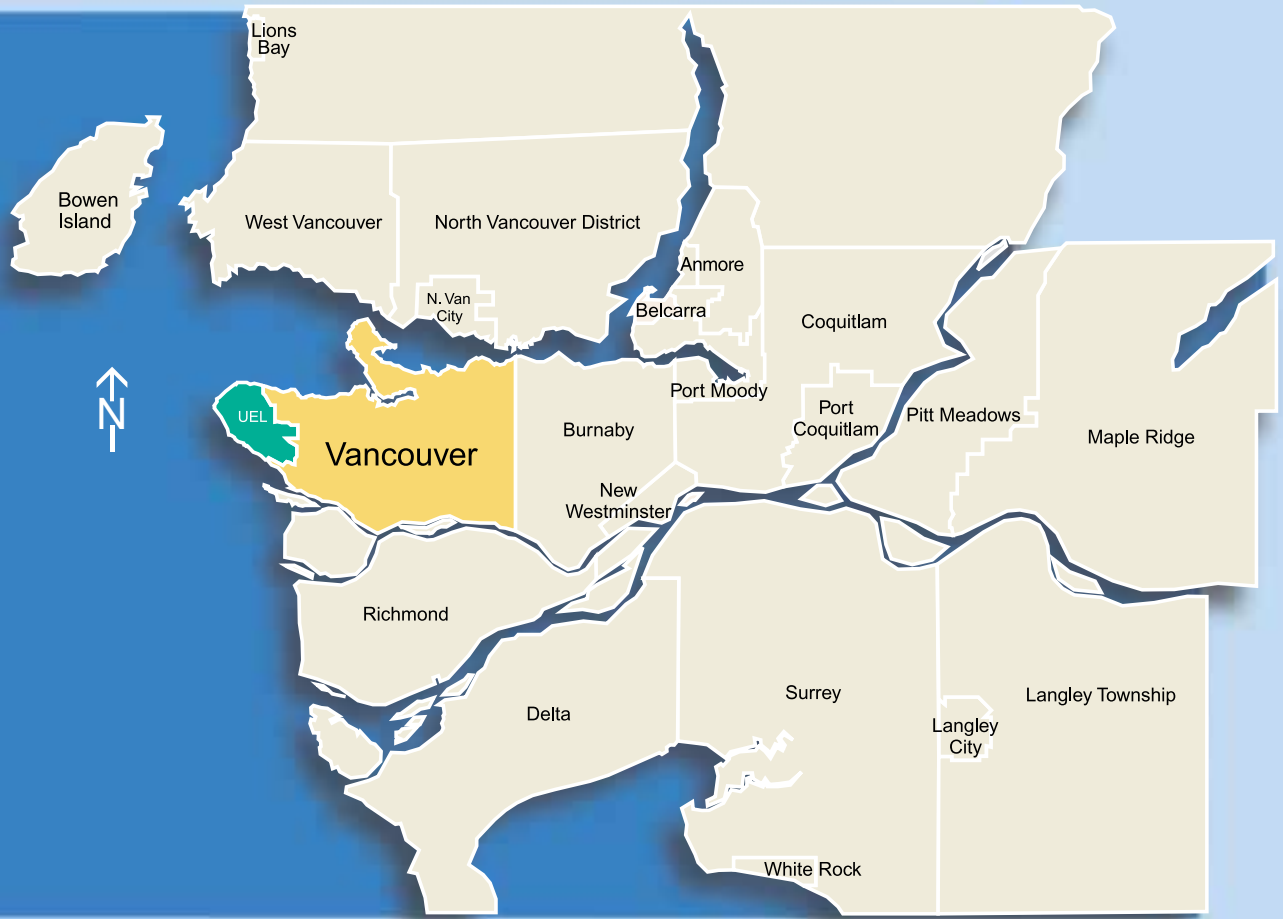


Welcome to Vancouver

Vancouver is Canada's third largest city and its biggest on the West Coast. Vancouver's location on the Pacific Ocean gives the city a mild climate year-round. It seldom snows in winter or gets extremely hot in summer. Vancouver's natural deepwater harbour has helped the city become one of the largest and busiest ports in North America and one of Canada's leading industrial centres. Leading local industries include high-tech, film production, tourism, forest products, and trade and financial services.

People come from all over to visit Vancouver, which is famous for its beautiful natural setting and for its more than 190 parks. Vancouver is consistently rated in the top three of the world's most livable cities. The city's combination of economic opportunity and environmental appeal has led people from around the world and across Canada to make Vancouver their home. These newcomers, like you, have helped contribute to the city and region's continuing rapid growth.

*Welcome to one of the
world's nicest places to live.*



Vancouver Facts and Map

Location: N 49° 16' 36"
W 123° 07' 15"

Vancouver is bounded by the Pacific Ocean to the west, the Fraser River to the south, the Coast Mountains to the north and the Fraser Valley to the east. It is part of the Greater Vancouver Regional District, which has a population of two million.

Size: 114 sq. kilometres

Vancouver population: 514,000
(1996 Census)

Languages spoken: While English is the main language, Vancouver residents speak more than 70 languages.

Climate

Average temperature in January: 3° C (40° F)
Average temperature in July: 18° C (65° F)
Average annual rain and snowfall: 1,219 mm

Vancouver and its People

Though Vancouver is a relatively new city, aboriginal people have been living here for at least 8,000 years. The Coast Salish people, including the Musqueam, Squamish and Tsleil-Waututh, who still live here today, dwelt in villages throughout the area and thrived on a land and sea rich with resources.

The first Europeans to arrive were Spanish explorers, who came by ship in 1791. They were followed a year later by an English ship under the command of Captain Vancouver, for whom the city was later named. In 1808, the explorer Simon Fraser reached the mouth of the Fraser River by land from the east.



European settlement started in the 1860s and increased rapidly after the completion of the cross-Canada railroad in 1886, the year of Vancouver's founding. The railway's western terminus was in Vancouver. Over the following 100 years, Vancouver experienced several periods of rapid growth. The Klondike Gold Rush in the late 1890s and early 1900s, post-war booms after the First and Second World Wars, the 1960s, the late 1980s and early 1990s all brought new

people, new buildings and new opportunities for even greater success to Vancouver.

In 1986, the City celebrated its 100th birthday with Expo 86, a world exposition that attracted millions of visitors from around the world.

Though it has a rich indigenous heritage, Vancouver has been a city of newcomers from many different cultures since non-Native peoples began settling in the area. Early sawmill workers and local merchants came from all over Europe, China and Africa. The 1911 census

showed that Vancouver was a city of immigrants, with most people born outside of Canada.

Vancouver remains a city of newcomers. The 1996 census found that 45% of Vancouver residents say they are immigrants. Almost two-thirds of all recent immigrants have come from Asian countries. In the 1990s the largest numbers of immigrants arriving in Vancouver were of Chinese, South Asian and Filipino backgrounds.

Photo below: June 1886, City Hall in a tent three days after the great fire





Vancouver Neighbourhoods

Vancouver is a city of neighbourhoods, and neighbourhoods are places people call home. Vancouverites appreciate and identify with their neighbourhoods, each of which has its own distinct character. The following is a list of Vancouver's neighbourhoods:

- | | | |
|-----------------------------|--------------------------------|-------------------------|
| 1. Arbutus Ridge | 9. Kerrisdale | 17. Shaughnessy |
| 2. Downtown | 10. Killarney | 18. South Cambie |
| 3. Downtown-Eastside | 11. Kitsilano | 19. Strathcona |
| 4. Dunbar-Southlands | 12. Marpole | 20. Sunset |
| 5. Fairview | 13. Mount Pleasant | 21. Victoria-Fraserview |
| 6. Grandview-Woodland | 14. Oakridge | 22. West End |
| 7. Hastings-Sunrise | 15. Renfrew-Collingwood | 23. West Point Grey |
| 8. Kensington-Cedar Cottage | 16. Riley Park-Little Mountain | |

Vancouver Favourites

Every city has its special areas and spots that give it a unique flavour. The following are among Vancouverites' – and visitors' – favourite places.

- **Antique Row on Main Street** between 16th Avenue and 33rd Avenue has a number of shops that draw antique lovers and bargain hunters from all over the city.

- **Chinatown.** Located just east of the downtown core, Vancouver's Chinatown is one of North America's largest. Shops, restaurants, theatres, gardens and cultural centres all contribute to this commercial and residential district.



- **Commercial Drive** between East Hastings Street to East 12th Avenue is a gathering place of alternative lifestyle advocates and has an intriguing mix of exotic food, music and fashion.



- **Gastown,** located just south of the harbour, is the historic heart of the city, with cobblestone streets and heritage buildings, housing, shops, restaurants and galleries that add to Gastown's lively appeal.

- **Granville Island Market.** Located under the Granville Street Bridge, the market offers an unusual mix of food, shopping, theatre, arts and crafts in a waterside setting.

- **Kitsilano,** stretching from Burrard Avenue west to Alma Street along English Bay and south to West 16th Avenue is home to city professionals and style conscious crowds, leading the way with trendy shopping and dining.

- The heart of the **Punjabi Market** area is the corner of East 49th Avenue and Main Street. This is a prime



shopping area for the foods and spices of South Asia.

- **Robson Street** in downtown Vancouver is one of the most vibrant streets in the heart of the city with sidewalk cafes, high-end boutiques, shops and restaurants. It is also a great place for people watching.

- One of the world's great parks, **Stanley Park,** at the foot of Georgia Street & Beach Avenue, serves the neighbourhood of West End, but is also a favourite park for Vancouverites. With more than 400 hectares (1,000 acres) of forest and trees, the park offers an aquarium, miniature railway, tennis, pitch-and-putt golf course, restaurants, beaches, and live theatre on summer evenings.



- **South Granville,** extending from West 6th Avenue to West 16th Avenue on Granville Street is Vancouver's Gallery Row, with a wide range of art, high-end antiques and sophisticated shops.

- **The West End,** between English Bay and Coal Harbour, is one of North America's most dense-



ly populated neighbourhoods, with high-rise apartments clustered just west of the city's downtown skyscrapers. The area retains a green and peaceful air while offering ample opportunity for shopping and entertainment.

- **The University of British Columbia campus** at the extreme western tip of the city has multiple attractions, from the Nitobe Gardens and Chan Centre for the Performing Arts to the Museum of Anthropology and Botanical Gardens.



Planning for the Future



What will Vancouver be like in the future? No one can predict what lies ahead for our city but one thing is certain – it will change. To help Vancouver deal with this change and growth, City Council adopted CityPlan in 1995 as the city's official plan for the future. CityPlan was developed with input from thousands of residents. It will be used to guide City decisions on spending and development over the next 20 years on a range of topics including: the downtown and neighbourhoods, the environment and the economy, community services and safety, financial accountability and public involvement.



In addition to CityPlan, there are many other official City policies that will help shape the future, such as the Transportation Plan, Community Visions, Housing and Childcare. For more information, visit the City's website at www.city.vancouver.bc.ca



Georgian
Court Hotel

City Services

Emergency Services - 9-1-1

If you have an emergency, there are three kinds of help you can ask for:

Police, Fire and Ambulance.

You can ask for any of these three services by calling one telephone number: **9-1-1**.

Calling 9-1-1 will bring help to you or those who need help very fast.

Make sure that everyone in the family, including children, knows how and when to dial 9-1-1.

Write your address by the phone, so that your family can say it fast in an emergency.

When you dial 9-1-1, you will be asked whether you want Police, Fire or Ambulance. Tell the operator which service you need, and give your name and address. Try to give as much information to the operator as you can. If you don't speak English, tell the operator in English what language you speak. The operator will find an interpreter to come on line to help with interpretation. It may take a short while. Stay on the line while the operator tries to connect you with an interpreter.

Calling 9-1-1 for police and fire help does not cost money. Police and fire services are paid for through Vancouver property taxes. There is a cost, however, for ambulance



service, which is a provincial health service. For information on ambulance service, call toll free: 1-800-665-7199.

Fire and Rescue Services

Vancouver's Fire and Rescue Services Department saves lives and property in emergen-

cies, checks buildings for fire safety by-laws and educates people about safety. The department has 20 fire halls and more than 800 professional staff, each with special life-saving training such as rescue in high places, fighting boat fires and dealing with hazardous wastes. Every neighbourhood in the city has a community fire station that responds quickly to any emergency at any time of day or night. When you call for help, Fire and Rescue Services will respond within 3-5 minutes. You can also get information about home safety at fire stations.

Fire Safety Tips:

(Exit Drills In The Home) EDITH

- Install working smoke detectors and test them monthly.
- Make a home escape plan and practise it.
- Draw a floor plan and show two ways out of every room -especially bedrooms..
- Determine a meeting place where all family members should gather after escaping from an emergency.
- One person should call 9-1-1 from a neighbour's house or from a safe place.
- If there is a fire, check doors before opening them. Open the door only if it is cool to the touch
- Crawl low under smoke. The cleanest and coolest air is near the floor.
- Get out quickly and safely. Get out and STAY OUT.

What to do during an earthquake

During an earthquake, there will be a lot of noise and the building may sway and shake. Lights may go out and fire alarms may go off. When the shaking starts, stay in the building. Crawl under a strong piece of furniture such as a table or chair, cover your head and hold on to the item you are under. If there is no furniture to crawl under, crouch against an interior wall and cover your head with your arm.

- If you are outside and next to a building, get inside the doorway so falling objects won't hit you.
- If you are in your car, pull over to the side of the road and stop, away from power lines and trees if possible. Stay in your car.
- Identify a safe spot in your home or office where you might seek shelter in the event of an earthquake.



Home Emergency Kit

You can put together your home emergency preparedness kit (a carrying bag with straps) with the following items: bottled water, non-perishable food, first aid kit, flashlight, matches and lighter, portable radio and batteries, some clothing/shoes, blankets or sleeping bags, soap, can opener, rope/string, toilet paper, multi-blade knife and duct tape.

Garbage and Recycling

Garbage

If you live in a single family home, the City garbage crews will pick up two regular cans of garbage each week. If you have more, you will have to pay for the extra cans. To find out what day garbage pick-up is for your home and how to pay for extra garbage, call the Garbage and Recycling Hotline (Tel: 604-323-7710).

The City will not pick up any item too large to go into a garbage can. Don't put out furniture, beds, refrigerators or other large items beside your garbage cans. Take your big items to the Vancouver South Transfer Station at 377 West Kent Avenue North.

Litter containers at bus stops, in shopping areas, and in parks must not be used for household garbage. Litter containers are for items such as beverage cups and food wrappers.

Throwing garbage on the ground is an offense under the Vancouver Street and Traffic Bylaw and the Provincial Waste Management Act. Help keep Vancouver clean by proper garbage disposal.

Yard trimmings

Yard trimmings such as leaves, hedge clippings, brush, branches and grass clippings are collected once every two weeks from single family houses. Only four items of yard trimmings will be picked up at a time. Each of the following is one item:

- A garbage can with a Yard Trimmings Label. You can get a label by phoning 604-323-7710. Cans with a Yard Trimmings Label must only be used for yard trimmings.
- A clear plastic bag.
- A bundle of branches. Bundles must be tied with string.

Large loads of yard trimmings are accepted at the Vancouver South Transfer Station at 377 West Kent Avenue North. Call the Garbage and Recycling Hotline at 604-323-7710 for more information.

Recycling

Like most big cities, Vancouver wants to reduce the amount of garbage it has to collect. This reduces the cost of transporting it and the cost of acquiring land for garbage dumps. The City's recycling and composting services help reduce the amount of garbage we generate. The City has two recycling services, one for people who live in houses, the other for people who live in apartments.

For Houses

- Each house in Vancouver is given a blue plastic box, and two heavy plastic bags. The blue box is for metal and glass food containers, and plastics with a "1" or "2" stamped on them, usually on the bottom. Rinse each of these items, remove lids and labels and make cans and plastics as flat as possible.
- The blue bag is for newspapers.
- The yellow bag is for other paper products such as magazines, cardboard, junkmail, phone books etc.
- Do not put anything else in the blue box or bags.
- Put your blue box and recycling bags out before 7:00 a.m. on collection day beside your garbage.

For Apartments

- Apartment buildings have recycling carts. Prepare items for apartment recycling the same way as for house recycling. For more information, call the Garbage and Recycling Hotline (Tel: 604-323-7710).

Composting

Composters turn yard and kitchen waste into fertilizer, which can be used on your lawn, garden and plants. Call the Compost Hotline (Tel: 604-736-2250) for more information.

Hazardous Waste and Banned Materials

The following materials must not be put in the garbage:

- paints, solvents, motor oil, pesticide, thinners, coatings, cleaning fluids
- propane tanks
- drywall board (gypsum)
- animal waste and dead animals
- explosives, including ammunition
- automotive parts, including tires, oil filters, and batteries
- liquids of any type
- corrugated cardboard, newsprint and office paper (these materials must be recycled)

Proper handling of hazardous wastes helps prevent land and water pollution that could endanger both people and wildlife. You must dispose of hazardous waste properly. Never pour liquid hazardous wastes down a drain in your home or in the sewer in the street. They are polluting and cause damage to our water system and our streams.

For more information on how to dispose of hazardous waste, call the BC Recycling Hotline (Tel: 604-732-9253).

Anti-graffiti Program

Graffiti is a crime and affects everyone in the community. It is also an offence under the Vancouver Graffiti By-law and/or the Criminal Code of Canada. To protect public space from graffiti, a City Graffiti Buster van drives throughout the city to remove unsightly graffiti on public property. Neighbourhood volunteer programs also help clean up graffiti on a regular basis. For more information, call the Anti-Graffiti Hotline (Tel: 604-873-7161).



Community Centres and Swimming Pools

Community Centres

- 1 **Britannia**, 1661 Napier St., Tel: 604-718-5800
- 2 **Champlain Heights**, 3350 Maquinna Drive, Tel: 604-718-6575
- 3 **Coal Harbour**, 480 Broughton St., Tel: 604-718-8222
- 4 **Douglas Park**, 801 W. 22nd Ave., Tel: 604-257-8130
- 5 **Dunbar**, 4747 Dunbar St., Tel: 604-222-6060
- 6 **False Creek**, 1318 Cartwright St., Tel: 604-257-8195
- 7 **Hastings**, 3096 E. Hastings St., Tel: 604-718-6222
- 8 **Kensington Storefronts**, 5175 Dumfries St., Tel: 604-718-6200
- 9 **Kerrisdale**, 5851 West Boulevard, Tel: 604-257-8100
- 10 **Killarney**, 6260 Killarney St., Tel: 604-718-8200
- 11 **Kitsilano**, 2690 Larch St., Tel: 604-257-6976
- 12 **Marpole-Oakridge**, 990 W. 59th St., Tel: 604-257-8180
- 13 **Mt. Pleasant**, 3161 Ontario St., Tel: 604-713-1888
- 14 **Ray Cam Co-operative Centre**, 920 E. Hastings St., Tel: 604-257-6949
- 15 **Renfrew Park**, 2929 E. 22nd Ave., Tel: 604-257-8388
- 16 **Riley Park**, 50 E. 30th Ave., Tel: 604-257-8545
- 17 **Roundhouse**, 181 Roundhouse Mews, Tel: 604-713-1800
- 18 **Strathcona Community Library**, 601 Keefer St., Tel: 604-713-1838
- 19 **Sunset**, 404 E. 51st Ave., Tel: 604-718-6505
- 20 **Thunderbird**, 2311 Cassiar St., Tel: 604-713-1818
- 21 **Trout Lake**, 3350 Victoria Drive, Tel: 604-257-6955
- 22 **West End**, 870 Denman, Tel: 604-257-8333
- 23 **West Point Grey**, 4397 W. 2nd Ave., Tel: 604-257-8140

Swimming Pools and Other Facilities

- Lord Byng Pool & Fitness Centre**, 3990 W.14th Ave., Tel: 604-222-6090
- Percy Norman Pool**, 30 East 30th Ave., Tel: 604-257-8680
- Templeton Park Pool**, 700 Templeton Drive, Tel: 604-718-6252
- Vancouver Aquatic Centre**, 1050 Beach Ave., Tel: 604-665-3424

Parks and Recreation

Parks

Vancouver is famous for its parks. There are 192 parks in the city where you can relax, play, picnic or just appreciate the flowers, trees and wildlife. Stanley Park is large (440 hectares/1000 acres) and has walking paths, sport fields, and many other features. There are neighbourhood parks throughout the city. Many have children's play areas. Some have tennis courts, sport fields, skating rinks, golf courses, jogging tracks, or trails. All of these parks are looked after by the Vancouver Board of Parks and Recreation and almost all of them are free.



Special events, such as wedding ceremonies, can be held in Vancouver parks and beaches under certain guidelines and with approval from the Park Board. Some picnic sites are also available. Contact your local community centre for more information, or call the Park Board (Tel: 604-257-8400).

Community Centres

The Park Board, with the help of people from each neighbourhood, also manages Vancouver's 23 community centres. The community centres are safe places where the whole community can gather to play, learn and celebrate in a variety of ways. They are open seven days a week from morning to night. The centres offer a variety of activities, including swimming, dance, skating, music, education, exercise classes and cooking. Costs vary by activity; in some cases they are free. Anyone can join a community centre and can volunteer at a centre to help others.

Programs and Services

The Vancouver Park Board offers a wide variety of programs and services. To find out what is going on in a community centre or a park near you, con-

tact your nearest community centre or check the Park Board community centre program website at: www.parks.vancouver.bc.ca

Some highlights of community centre programs and services for newcomers:

- Many community centres offer English training classes at low rates. These classes are suitable for different age groups including adults, seniors, and pre-school age children.
- Many community centres have classes and programs for children and youth in which they can learn leadership skills, have fun, and interact with other children and youth in a positive environment.

To know more about these programs, contact the Youth Worker at your nearest community centre.

- Community centres have programs for seniors, such as ESL classes, arts and crafts, wellness programs, luncheon programs and bus trips. Contact the Seniors Worker in your local community centre.



Golf Courses and Pitch & Putt

The Park Board operates three golf courses and three pitch & putt courses:

- **McCleery Golf Course** (7188 MacDonald Street, Tel: 604-280-1818) offers a target style golf challenge.



- The popular **Langara Golf Course** (6706 Alberta Street, Tel: 604-280-1818) just completed an extensive renovation project.
- The **Fraserview Golf Course** (7800 Vivian Drive, Tel: 604-257-6921) a spectacular setting and views of the Fraser River, surrounded by dense and mature forest.

These golf courses are open all year round and are within easy reach of the city.

The three pitch & putt golf courses the Park Board operates are smaller size golf courses suitable for beginners. They are open between February and November during the year:

- **Queen Elizabeth Park Pitch and Putt Golf Course** at Queen Elizabeth Park is located next to the public tennis courts, a short walk from the Bloedel Conservatory.
- **Rupert Park Pitch and Putt** (3402 Charles Street) is located on the east side of Rupert Park in an idyllic setting with wonderful mountain views.
- **Stanley Park Pitch and Putt** has 18 holes ranging from 40 to 100 yards, and golfers can enjoy superb sculpted fairways, manicured trees and lush greens in a relaxing setting.

Parks for unleashed dogs

In North America, dogs and cats are among the most popular pets in a family. Nearly one in four

families in Vancouver has a dog. In all, there are about 60,000 dogs in the city.

There are selected parks in Vancouver where dogs can run freely for certain times during the day, generally between 6 and 10 a.m. in the morning and 5 to 10 p.m. in the evening. If you don't see a sign that says dogs can run freely, then they must be on a leash. Pet owners are responsible for actions of their dogs, including picking up and disposing of their wastes. If you have questions about unleashed dogs in the parks, you can talk to staff at a nearby community centre or call the Park Board (Tel: 604-257-8400).



Vancouver's Trees

Vancouver has more than 110,000 street trees, making it one of the greenest cities in the world. Tree care is another important job of the Park Board, which looks after all trees in the city, both in parks and along streets. Watering a new tree along your street is fine, but don't do anything else to a tree on City land. If you see a tree in a park or along a street that needs care, contact Tree Care at 604-257-8600.



Permits and Licenses

Permits including Development, Building, Occupancy, and Plumbing and Electrical are required when building or renovating a home or any other building in Vancouver. Permits help ensure that buildings are located in appropriate zones of the city and are soundly constructed.



- **Development Permits** will determine if your building ideas are suitable for your neighbourhood with respect to zoning.
- **Building Permits** are needed for any new building, or for changes to a building, to ensure that the building is safe and complies with the City's Building By-law.
- **Occupancy Permits** are required when the new or renovated buildings are ready to be lived in.
- **Plumbing, Gas and Electrical Permits** are needed when new water pipes, gas pipes or electrical wiring are installed in any building, new or old.

If you do not have the required permits, the City may stop your work. You will then be required to come to City Hall and apply for the required permits. Many homeowners may want to make small changes to their homes, and it is usually easy to get permits for those changes quickly.

There are some changes to homes that you cannot make. The City is divided into many zoning districts. Zoning controls the type, size, height and location of a building on your property. Whatever ideas you may have for your home, check with the City before you start, to make sure that they are workable.

Tree permits

The City of Vancouver has rules about caring for trees, including the ones on your property. This is one of the reasons Vancouver is so green. Each year you may cut down **only one** tree on your property that measures more than 20 centimetres across the trunk. But you must first get a permit to cut down a tree this size. The permit costs \$25. You must also plant one new tree for every tree you cut down.

If you cut down a tree without a permit, you may have to pay a fine ranging from \$500 to \$20,000. For more information, call Tree Cutting Permits (Tel: 604-873-7167/8).

Licenses

Every business must have a license to operate in the City of Vancouver. If you want to sell food, you need a business license as well as approval from the Vancouver/Richmond Health Board. To sell alcohol in a restaurant, you must have a liquor license. You also need a license for your dog. For inquiry about licenses and fees, call 604-873-7613 or 604-873-7568.

To find out more about permits and licenses or zoning regulations in your area, call 604-873-7613, or go to the Enquiry Centre on the 2nd floor of City Hall, East Wing, 2675 Yukon Street (at 11th Avenue). You can also find information at the City of Vancouver website under:

www.city.vancouver.bc.ca/permits

Police & Community Safety Programs

The Vancouver Police Department (VPD) officers are professionally trained to keep the peace and serve the public. The Vancouver Police help the people of Vancouver in many different ways. Police officers enforce laws, arrest people who break the law and help people solve problems. Vancouver police officers come from many different cultures and backgrounds, just like the people who live in the city. The Vancouver Police Department regularly hires and trains new officers who know the languages and cultures of Vancouver's people.



The Vancouver Police Board governs the VPD, following rules made by the Province of BC. The Province of BC appoints the Vancouver Police Board, and the people on the Board come from diverse backgrounds. The Mayor of Vancouver is Chair of the Board. The Mayor appoints the Chief of Police, but the Chief must follow the direction of the whole Board.

One of the key functions of the Vancouver Police is to respond to 9-1-1 emergency calls. Please see under “Emergency Services” in this Guide. If you need to talk to the police about non-emergency matters, call 604-717-3321.

Victim Services

Vancouver Police has a Victim Services Unit that provides assistance 24 hours a day to victims of crime or other traumatic incidents. Volunteers will come and provide emotional support, bereavement assistance, transport the victim to emergency accommodation, and find agencies that can help.

Victim Services has many volunteers who give their time to help crime victims and can always use more volunteers, especially those who know other languages and cultures. If you want to help people and get good experience, call Victim Services (Tel: 604-717-2737).

Neighbourhood Safety Programs

You can help stop crime — and keep your family safer — by working together with your neighbours to watch over the neighbourhood. The

Vancouver Police and other groups can help neighbours come together for neighbourhood safety. For example, many neighbourhoods in Vancouver have a Community Policing Centre, which is a place where neighbourhood police officers and local volunteers run safety programs. The following section explains more about various neighbourhood safety programs and services.





Community Policing Centres

Community Policing Centres are small street-front offices. They are different in each neighbourhood. Each office is set up to meet the needs of its neighbourhood. Many Community Policing Centres were started because the people of a neighbourhood wanted one. To find out more, call local

Community Policing Centres below or check out the VPD website under 'Community Policing':

www.city.vancouver.bc.ca/police

- Cedar Cottage** 604-717-2938
- Chinatown** 604-688-5030
- Collingwood** 604-717-2935
- Davie Street** 604-717-2924
- Downtown Eastside** 604-687-1772
- Dunbar Southlands** 604-717-3446
- Gastown** 604-717-2929
- Grandview-Woodland** 604-717-2931
- Granville Downtown South** 604-717-2920
- Granville Island / Kitsilano** 604-717-2944
- Hastings North** 604-717-2933
- Kerrisdale Oakridge Marpole** 604-717-3434
- Little Mountain/Riley Park/South Cambie**
604-717-2942
- Mount Pleasant** 604-717-2936
- Musqueam** 604-263-3261
- Native Liaison** 604-687-8411
- South Vancouver** 604-717-2940
- Strathcona** 604-717-2927
- Waterfront** 604-717-2916
- West End** 604-717-2918
- Yaletown Community Policing Centre**
604-899-6250

Safety Programs and Services

There are many different programs and services in Vancouver that can help people to make their neighbourhoods safer:

- The **Block Watch** program organizes neighbours to keep watch over each other's homes and property because a watchful neighbour is your best burglar alarm. In Block Watch, people in a block or in an apartment building or condominium get together to become acquainted with each other and to make a list of who lives in which home. They agree to keep an eye on each other's homes. When people in a Block Watch program see something happening that looks suspicious, they call 9-1-1 right away. To find out how to organize a Block Watch program, call 604-665-5064 or 604-717-2857.
- The **Block Parent** program enables parents from one family to take care of children from another family if they are in trouble. It is also a way for any other person in a neighbourhood to get to safety if they have a problem. After passing a security check from the Police Department, participants put a sign in their window announcing they are Block Parents and that their home is a safe place to go. A Block Parent will take a child into their home, and call a child's parents. To become a block parent, call the local school in your area.
- **Citizen's Crime Watch** gives volunteers training so that they can help the police patrol neighbourhoods. Volunteers in their own cars work with a Vancouver Police Officer and if they see something suspicious, they radio the officer who then investigates. Volunteers do not try to stop crimes or fix problems. For information, call 604-717-2909.
- **School Liaison Officer:** Each of Vancouver's 18 high schools, and many of the elementary schools have a VPD officer who is assigned as a School Liaison officer. These officers work with staff, students and parents on safety and crime prevention issues.





Home alarm system

Many houses and apartments have burglar alarms. If you have a burglar alarm, make sure that it is working well. Let your neighbours know what your alarm sounds like, and ask them to call the Police for you if your alarm is not monitored

by an alarm company. All home burglar alarms must be registered and have a permit issued by the Vancouver Police Department. Call False Alarm Reduction Program (Tel: 604-871-6150) for more information or check their website at: www.city.vancouver/police/falsealarm

Tips on home and neighbourhood security:

- Put good deadbolt locks on doors.
- Have good window locks.
- Keep a few lights and a radio on while you are away.
- Don't leave unlocked bicycles outside.
- Keep your garage door closed.
- Don't leave notes telling people you are away.
- Don't hide house keys outside.
- Have a light outside your door and make sure people can see your door from the street.
- Know your neighbours, and let them know when you will be away.
- Write down information about important things you own, take pictures or a video of them and keep that in a safe place away from home, or let a friend keep them for you.
- Don't let people you do not know into your house or apartment.
- Don't let strangers follow you through your apartment building door.
- Don't stay alone in apartment garages or laundry rooms.
- When you go away, ask a friend or neighbour to pick up your mail or newspapers and watch over your house.
- If you have bars on your windows, it is very important that the bars can open easily from the inside, in case your family needs to get out in a fire or some other emergency.

Vancouver Public Library

The Vancouver Public Library (VPL) is part of the City of Vancouver and serves the whole city. At VPL you can find just about any information you need. It has 2.2 million holdings, including books, magazines, newspapers, videos, tapes, CDs, DVDs and eBooks. You can also access the internet from computers in all libraries.

The VPL has 21 branches in neighbourhoods throughout Vancouver. The Central Library, located at the corner of Georgia and Homer Streets in Downtown Vancouver, is becoming a landmark in the city.

Quick Information Line

One of the VPL's most used services is the Quick Information Line, which provides fast answers to requests for a wide range of information. Call 604-331-3603 to access the Quick Information Line.

Getting a library card

Residents of most municipalities in Greater Vancouver can get a VPL card that allows them to borrow books and use library services. To get your VPL card, you will need a completed application and two pieces of identification. One piece of identification should have your printed name and your signature, such as a credit card, your birth certificate or passport. The other piece of identification should have your name and address, such as your driver's licence, a hydro bill or a bank statement. Children under 14 do not need identification to get a card but must have the application form signed by a parent or guardian.

With a library card, you can take home books and materials for up to three weeks. VPL has books for work, learning, and pleasure. There are also books in many of the languages that the people of Vancouver speak and read.

Books and information in other languages

VPL Central Branch has books for adults and children in languages other than English, including:

Chinese, French, German, Japanese, Hindi, Italian, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Polish and Vietnamese.

Each branch has books in the languages of the people in their neighbourhood. Ask your librarian to find these books.

Vancouver Public Library ESL learning services

VPL has materials and services to help people who are learning English as a Second Language (ESL). All VPL branches have books, tapes, CDs and videos people can use to learn English. The Central Branch has a Language Lab with tapes, video machines and computers. The Lab is open whenever the library is open, and can be used on a 'drop-in' basis.

Other VPL branches have Learning Centres where a tutor is on staff during some hours to help people learn English. Call your local branch to find out where the closest Learning Centre is and when it is open. You can also find out about ESL services on the VPL website:

www.vpl.vancouver.bc.ca

VPL computer and Internet services

All VPL branches have computers you can use to find information from the Internet. You can also learn about computers and using the Internet through library courses. You can use Internet computers for one half hour at a time, up to two times a day. You can also use e-mail on VPL computers.

At the VPL Computer Lab at the Central Branch, you can use word processing, spreadsheets, or desktop publishing programs for an hourly cost. Call Computer Lab Bookings to reserve computer time (Tel: 604-331-3685).

The VPL website: www.vpl.vancouver.bc.ca





Vancouver Libraries

- | | | |
|--|---|---|
| <p>1 Central Vancouver Public Library, 350 West Georgia St., Tel: 604-331-3600</p> <p>2 Britannia, 1661 Napier St. Tel: 604-665-2222</p> <p>3 Carnegie Reading Room, 401 Main St. Tel: 604-665-3010</p> <p>4 Champlain Heights, 7110 Kerr St. Tel: 604-665-3955</p> <p>5 Collingwood, 2985 Kingsway, Tel: 604-665-3953</p> <p>6 Dunbar, 4515 Dunbar St., Tel: 604-665-3968</p> <p>7 Firehall Library, 1455 W. 10th Ave., Tel: 604-665-3970</p> <p>8 Fraserview, 1950 Argyle Dr., Tel: 604-665-3957</p> | <p>9 Hastings, 2674 E. Hastings St., Tel: 604-665-3959</p> <p>10 Joe Fortes, 870 Denman St., Tel: 604-665-3972</p> <p>11 Kensington Storefront, 3927 Knight St., Tel: 604-665-3961</p> <p>12 Kerrisdale, 2112 W. 42nd Ave., Tel: 604-665-3974</p> <p>13 Kitsilano, 2425 MacDonald St., Tel: 604-665-3976</p> <p>14 Marpole, 8386 Granville St., Tel: 604-665-3978</p> <p>15 Mt. Pleasant, 370 E. Broadway, Tel: 604-665-3962</p> | <p>16 Oakridge, 191-650 W. 41st Ave., Tel: 604-665-3980</p> <p>17 Outreach Services-Talking Books, 345 Robson St., Tel: 604-331-4100</p> <p>18 Renfrew, 2969 E. 22nd Ave., Tel: 604-257-8705</p> <p>19 Riley Park Storefront, 3981 Main St., Tel: 604-665-3964</p> <p>20 South Hill, 6076 Fraser St., Tel: 604-665-3965</p> <p>21 Strathcona Community Library, 592 E. Pender St., Tel: 604-665-3967</p> <p>22 West Point Grey, 4480 W. 10th Ave., Tel: 604-665-3982</p> |
|--|---|---|

Street Maintenance and Improvement, Parking and Greenways

Street Maintenance and Improvement

The City is responsible for building and maintaining streets, alleyways, sidewalks and bridges, providing street lighting and traffic control and street cleaning and removing leaves and snow from city streets. Residents and business owners are responsible for clearing the snow from the sidewalk in front of their home or business. Some important telephone numbers to call for help: Street lighting replacement — 604-871-6200 Street repair — 604-323-7651 Boulevard maintenance — 604-323-7651 Street trees — 604-257-8600 Street cleaning — 604-323-7724 Street or sidewalk improvement — 604-873-7183 or 604-873-7928

Parking

Street parking is a City responsibility. Please be careful and observe parking regulations. If you receive a parking ticket and have questions, call By-law Fines Payment Information (604-873-7642). Also, see Part 3 “Getting Around”.

How to avoid getting a parking ticket:

- Watch for signs restricting parking.
- Read the meters (meters have restrictions such as rush hour bans, special event restrictions etc).
- Be careful in alleys or lanes, which generally don't allow for parking or stopping.
- Stay away from corners.
- Leave bus stops for buses.
- Park safely in school zones when children are around.
- Use off-street parking, such as parkades.
- Respect residential parking restrictions.
- Make sure car is properly parked, i.e. not too far from curb, not blocking other cars, etc.



Greenways

Vancouver also has a system of Greenways, which are green paths for pedestrians and cyclists. Greenways provide opportunities for urban recreation, alternate ways to move through the city, and enhance the experience of nature amidst city life. For more information, check the City's Greenways webpage: www.city.vancouver.bc.ca/engsvcs/streets/greenways/GENERAL.HTM



Living in Vancouver

Housing

Homes in Vancouver

Vancouver has a variety of housing, including single-family homes, apartments, condominiums, and townhouses. The downtown West End is mainly high-rise apartment buildings and condominiums, while much of the rest of the city is single-family homes mixed with low-rise, apartments, medium density condos and townhouse developments along major streets.



Renting: tenants and landlords

The Province of British Columbia has rules and regulations about what landlords and renters must do. These rules and regulations are contained in BC's *Residential Tenancy Act*. Contact the BC Residential Tenancy Office (Tel: 604-775-2829) or their 24-hr Information Line at 604-660-1020. The Office also publishes a useful guide titled *A Guide for Landlords & Tenants In British Columbia*, which is

also available on their website at:

www.pssg.gov.bc.ca/rto/

Where to stay until you find a home

Staying in a hotel in the heart of the city may be too expensive for some people, but the Downtown YMCA and YWCA have rooms with kitchens for low prices. In addition, there are apartment hotels that have rooms or suites with kitchens. Check the Yellow Pages in the telephone book under "Hotels" and "Motels".

If you rent and have issues as a tenant, you can contact Tenants Rights Action Coalition (TRAC, Tel: 604-255-0546, hotline: 1-800-665-1185). They also have a handbook called the *Tenant Survival Guide*. The City's Tenant's Assistance Program (Tel: 604-873-7487) also provides information and assistance.

If you are not purchasing a home and are considering rental accommodation, there are a number of ways to find a rental home. Check classified ads in city and community newspapers, bulletin boards in shops, neighbourhood agencies or local community centres. Check the Yellow Pages under "Rental Agencies". Or go to a neighbourhood you like and walk or drive around looking for "For Rent" signs posted in front of the building.

Finding a home to buy

You may be considering the purchase of a house, a townhouse or a condominium. There are special newspapers that only have listings of homes for sale. You can also walk or drive around neighbourhoods you like, looking for "For Sale" signs. Almost all houses are sold through real estate agents. A real estate agent can help you look for a home. The Real Estate Board of Greater Vancouver can provide more information on home buying. Check their website at:

www.realtylink.org

For low-cost housing information, check with B.C. Housing (www.bchousing.org) at 4382 Kingsway (Tel: 604-433-2218). You may also look at the City of Vancouver's non-market housing inventory through the Housing Centre's webpage at:

www.city.vancouver.bc.ca

Property Taxes

People who own land, houses and other buildings in the city pay property taxes to the City of



Vancouver. The money received from property taxes is used to provide City services, some of which are described in this guide.

Property tax is based on how much a property is worth according to the government. The BC Assessment Authority, a provincial body, conducts property assessments to determine how much each property is worth in the city. The City of Vancouver sets the tax rates. Every year, property owners get a tax assessment in the mail that indicates how much tax must be paid to the City. Vancouver residents pay property taxes twice a year: once in February and once in July. There are various methods of payment, including at a bank, via the Internet, by mail or in-person at the Tax Office in City Hall. Late payments are subject to a 5 percent fine. To inquire, call: 604-873-7633.

The Province also provides a tax subsidy to some homeowners through the Homeowners Grant Program. Eligible homeowners must apply for and complete a Homeowner's Grant application each year in July when they pay their property taxes.



Getting Around

Walking

The City of Vancouver encourages people to get around by walking as much as possible. Unlike many cities in North America, Vancouver has no highways cutting through the city. It is possible to walk almost anywhere in Vancouver and the many parks and tree-lined streets make walking a pleasure.

While it's always important to pay attention to traffic and follow signs for pedestrian crossings, it's especially important at night and in rainy weather when motorists can have difficulty seeing people on foot crossing the street. It's a good idea to wear reflective clothing or carry a flashlight when walking on dark streets at night. It is illegal – and dangerous – to walk across a street anywhere but at an intersection. Crossing in the middle of the street – or jaywalking – is against the law in Vancouver.



Cycling

The City of Vancouver has developed an extensive system of bikeways for cyclists in the city. The *Cycling in Vancouver* map has information on bicycling and the best ways to cycle to any part of the city. You can pick up the map from City Hall, or by

calling the City's Bicycle Hotline (Tel: 604-871-6070). Maps are also available at Vancouver libraries, community centres and some bicycle stores.

Public Transit

TransLink, a local transportation authority, provides an integrated public transportation system of buses, SkyTrain, SeaBus and the West Coast Express, a commuter rail service. Riders can use the same tickets for different modes of travel in



the system and buy books of tickets and passes. Riders need to have exact change to pay for bus fare. Schedules are available in Vancouver Public Library branches, at City Hall, as well as information booths at some shopping malls. For schedule information, call 604-521-0400. Also check TransLink website: www.translink.bc.ca

Driving a vehicle

You must have a valid BC driver's licence to drive a car or other motor vehicle in Vancouver. The Province of BC is responsible for licenses, insurance, speed limits and road safety. For more information, contact the Driver Service Centres in the Lower Mainland. Their telephone numbers are listed in the White Pages of the telephone book under "ICBC". For accident claims, call the Accident Claim Centres in Vancouver, also listed in the telephone book. You can also check the ICBC's website at: www.icbc.com

Emergency vehicles

When a police car, fire truck or ambulance has its lights and siren on, you must get out of the way as quickly and safely as you can. Move your car to the right lane, and stop until the emergency vehicle has passed you.

Speed limits

The speed limit on all Vancouver roads is 50 kilometres per hour (km/h), unless you see a sign for

PIZZA
BY THE SLICE

SALE



another speed. The speed limit on lanes behind houses and buildings is 20 km/h. Any park or school area has a speed limit of 30 km/h to keep children safe. Vancouver Police give out tickets with heavy fines for people who go over the speed limits in the city.

Street parking

Never block a fire hydrant, a bus stop, a crosswalk, a road, an alley or a driveway when you park. Make sure you pay parking meters, or you can be fined. Parking meters operate every day of the week, from 9:00 in the morning to 8:00 at night.

Residents Parking Only and Residents Permit Parking



Around some homes there are signs which say **Resident Parking Only**. This means that the street parking is intended for people who live on that block or in that area. If you are not a resident and park your car in that area, you may get a ticket. If you see the sign

Residents Permit Parking, you will need to display a special permit from the City to park your car in that area. Cars with no permit can be ticketed. For more information, call Residential Parking Permits (Tel: 604-873-7338).

Cars in your neighbourhood

If you feel that too many cars are using your street or that drivers are going too fast, you can ask for changes that will force drivers to go more slowly or keep them from your street when main roads are busy. These changes are called “traffic calming”. Call 604-873-7130 for a Traffic Calming Toolkit or talk to staff about traffic calming in your neighbourhood.



Transportation for people with disabilities

Vancouver has special buses and sidewalk ramps to make it easy for people with disabilities to get around. TransLink’s handyDART service has small buses that are easy for people in wheelchairs to use. HandyDART buses pick people up at their homes and take them where they want to go. Call the handyDART (Tel: 604-430-2692) for more information.

About 60% of Vancouver’s curbed streets and lane corners have curb ramps to make it easy for people in wheelchairs to cross the street and get back on the sidewalk on the other side.

To inquire about curb ramps, call the City’s Engineering Department (Tel: 604-871-6131).

For more information about accessibility for people with disabilities, call the BC Coalition of People with Disabilities (Tel: 604-875-0188).



Schools and Education

The Vancouver School Board (VSB), a municipally elected body funded by the Province, is responsible for schools and education in Vancouver. The VSB, with 56,000 students, is one of the largest school districts in BC. The VSB has 91 elementary schools and 18 secondary schools. There are schools close to, or in, each neighbourhood of the city. The VSB has a yearly operating budget of more than \$350 million and employs more than 3,200 teachers and staff.

The Federation of Independent Schools Association (Tel: 604-684-6023, www.direct.ca/fisa/) is an umbrella organization which offers information regarding private schools, including Catholic schools, in the Province. The Conseil Scolaire Francophone de la Colombie-Britannique (Francophone Education Authority of BC, Tel: 1-888-715-2200) is an independent school board that provides French programming to students who have French as a first language.

Registering for schools

For information about schools for your children or courses for adult education, call the Vancouver School Board at 604-713-5000. The VSB web site



is www.vsb.bc.ca. The District Reception and Placement Centre at 2530 East 43rd Ave (Tel: 604-713-5999) evaluates new students for placement in classes.

Multicultural Liaison Workers at schools provide parents and children with additional help in communicating with school staff. In Vancouver, staff speak the following languages: Cantonese, Mandarin, Hindi, Punjabi, Tagalog, Spanish, Vietnamese, Khmer, Korean. The Vancouver School Board also has Aboriginal Liaison Workers to assist with aboriginal students.

VSB Community Education Services (CES)

Community Education Services (CES) has more than 2,000 programs for adult education and special courses. There are special courses for all ages, for people trying to get into college or university, and also classes in English as a Second Language (ESL) for beginner to advanced levels. Call CES at 604-713-4500 or visit their web site at: www.vsb-adult-ed.com

CES offers courses in many languages, including Cantonese, French, German, Greek, Hindi, Italian, Japanese, Korean, Mandarin, Portuguese, Punjabi, Russian, Sign Language and Spanish.

Colleges and Universities in Vancouver:

British Columbia Institute of Technology
(Tel: 604-434-5734) www.bcit.ca

Emily Carr Institute of Art and Design
(Tel: 604-844-3800) www.eciad.bc.ca

Langara College
(Tel: 604-323-5686) www.langara.bc.ca

Simon Fraser University
(Harbour Centre: Tel: 604-291-5000) www.sfu.ca

University of British Columbia
(Tel: 604-822-2211) www.ubc.ca

Vancouver Community College
(Tel: 604-871-7000) www.vcc.bc.ca

Health Services

The Province of British Columbia has responsibility for all health services. Any citizen or permanent resident who has been landed and living in BC for more than three months is eligible to apply for health services offered under the BC Medical Services Plan (MSP). To find out more about MSP, call 604-683-7151.

The Vancouver Coastal Health Authority (VCHA)

The Provincial Government set up the Vancouver Coastal Health Authority in 2001. It is the governing body responsible for planning, funding and coordinating health services in Vancouver, Richmond, and the Sunshine Coast (up to Powell River). For general inquiries, call 604-736-2033. For further information, check their website at: www.vancoastalhealth.ca Also, check the Blue Pages in the telephone book listed under “Health Authorities”.

Hospitals & Emergencies

Vancouver’s hospitals are also part of the VCHA. If you need help in a medical emergency, you can call 9-1-1 for Ambulance or go to the Emergency Department at a hospital. The Emergency Department at hospitals in Vancouver are open during the day, but only some are open at night. To make sure, call the hospital to find out if their emergency department is open.

Vancouver hospitals include:

Vancouver General Hospital,

899 W. 12th Ave., Tel: 604-875-4111

St. Paul’s Hospital,

1081 Burrard St. (Downtown),
Tel: 604-682-2344

BC Children’s Hospital,

4500 Oak St., Tel: 604-875-2345



BC Women’s Hospital & Health Centre,
4500 Oak St., Tel: 604-875-2424

Mount Saint Joseph’s Hospital,

3080 Prince Edward St.
(near Kingsway and 14th),
Tel: 604-874-1141

St. Vincent’s Hospital,

749 W. 33rd Ave.
(between Oak and Cambie St.),
Tel: 604-876-7171

University Hospital,

2211 Westbrook Mall UBC,
Tel: 604-822-7121



Community Health Centres and Offices

Community Health Centres (CHCs) in Vancouver offer “one-stop” health care services. Many are staffed by physicians, nurses, rehabilitation therapists, nutritionists, mental health workers and other health specialists. There is no cost for BC residents to use services at these centres. In many cases the staff of these centres speak different languages other than English and know the cultures of newcomers. There are also Community Health Offices and Community Health Clinics. Call them for hours they are open for service.

Some services at Community Health Centres include:

- services such as prenatal classes, Newborn Telephone Hotline (Tel:604-737-3737), visits from community health nurses and immunization clinics, are available to pregnant women and new parents
- services for children such as dental care, speech language services (Tel: 604-659-1107), and eye examinations
- nine youth clinics in Vancouver to provide confidential health care services to youth
- home support and long-term care aid to help older people, those just returning home from the hospital, and those with serious illnesses with their daily activities
- mental health services to help people suffering from depression and other mental illnesses (Tel: 604-874-7626)

Downtown Community Health Centre,
412 East Cordova St., Tel: 604-255-3151

Evergreen Community Health Centre,
3425 Crowley Drive, Tel: 604-872-2511

Pacific Spirit Community Health Centre,
2110 West 43rd Ave., Tel: 604-261-6366

Raven Song Community Health Centre,
2450 Ontario St., Tel: 604-709-6400

Three Bridges Community Health Centre,
1292 Hornby St., Tel: 604-736-9844

South Community Health Office,
6405 Knight St., Tel: 604-321-6151

North Community Health Office,
#200-1651 Commercial Drive, Tel: 604-253-3575

The **Vancouver Native Health Society** (449 E. Hastings, Tel: 604-254-9949) offers a number of free services primarily for aboriginal people in Vancouver, including home health care, pre-employment training, the Sheway project for pregnant women, and TB outreach nurses.

Some Multilingual Health Services for newcomers:

- The VCHA’s Multicultural Health Education Programs provide health information and education materials in a variety of languages to clients and the ethnic media. (Tel: 604-736-2033)
- The **Bridge Community Health Clinic** offers health services in English and other languages, and can provide services to people who do not have Medical Services Plan (MSP) or other health insurance. (3rd fl., North Wing, Mount Saint Joseph’s Hospital, 3080 Prince Edward Street, near Kingsway and East 14th Ave., Tel: 604-877-8550)
- **Healthiest Babies Possible** is a prenatal outreach program that provides nutrition and lifestyle counselling to pregnant women who may be at risk. Multilingual services are provided. Self-referrals are accepted and services are for Vancouver residents only (Tel: 604-877-4673).

Community Services

The City supports and assists many non-profit community service agencies in Vancouver. For more information, call the Social Planning Department (Tel: 604-873-7487) or check the department's website at: www.city.vancouver.bc.ca

Information and Referral

To find out more about what community services are available in Vancouver and the Lower Mainland, contact Information Services Vancouver (ISV) at 604-875-6381. ISV also produces a *Directory of Services for the Lower Mainland* (the *Red Book*) which can be accessed on their website (www.vcn.bc.ca/isv) and is also available at public libraries.

Neighbourhood Houses

Neighbourhood Houses in Vancouver are friendly, welcoming local service organizations offering social, educational, cultural and recreational services for families and individuals, including new immigrants and refugees. Most have after school programs, childcare for children, day camps, ESL classes, seniors and youth programs, family support programs and community information in many languages.

Most of the neighbourhood houses run the **Nobody's Perfect Program**, which provides parents with children from birth to five years old useful information about children's health, safety, behaviour, and parenting skills. The program is delivered in various languages.

Collingwood Neighbourhood House,

5288 Joyce St., Tel: 604-435-0323

Cedar Cottage Neighbourhood House,

4065 Victoria Drive, Tel: 604-874-4231

Frog Hollow Neighbourhood House,

2131 Renfrew St., Tel: 604-251-1225

Gordon Neighbourhood House,

1019 Broughton St., Tel: 604-683-2554

Kitsilano Neighbourhood House,

2325 West 7th Ave., Tel: 604-736-3588

Kiwassa Neighbourhood House,

2425 Oxford St., Tel: 604-254-5401

Little Mountain Neighbourhood House

3981 Main Street, Tel: 604-879-7104

Mount Pleasant Neighbourhood House,

800 E. Broadway St., Tel: 604-879-8208

Legal information and services:

▪ **BC Human Rights Commission**

(306-815 Hornby Street, Tel: 604-660-6811)

investigates and mediates complaints of discrimination under the BC Human Rights Code.

▪ **Law Courts Education Society of BC**

(260-800 Hornby Street, Tel: 604-660-9870)

assists the public to better understand the court system and delivers educational programs in partnership with community groups.

▪ **Law Students Legal Advice Program**

(Tel: 604-822-5791) enables law students to give free legal advice to low income people.

▪ **Legal Services Society of BC**

(1500-1140 West Pender Street, Tel: 604-601-

6000) administers legal aid in BC, operates a Law Line (Tel: 604-601-6100), and has a Resource Centre.

▪ **People's Law School**

(150-900 Hornby Street, Tel: 604-331-5400)

provides a public legal education program and free law classes, with services available in different languages.

Volunteer Information and Referral

Contact **Volunteer Vancouver** (#301-3102 Main Street, Tel: 604-875-9144) to find out more about volunteer opportunities in the city. **Volunteer Vancouver** also provides volunteer training and has a Resource Centre and Library.

Services For Immigrants & Refugees

▪ **Immigrant Services Society of BC** (530

Drake Street, Tel: 604-684-7498 and #501-

333 Terminal Avenue, Tel: 604-684-2561)

helps new immigrants and refugees with information in English and other languages, provides ESL language training, job search, job skills training and other services.

▪ **Inland Refugees Society**

(#101-225 East 17th Avenue, Tel: 604-873-

6660) provides assistance to refugee

claimants including shelter, food, information and referral, counselling and English classes.

- **MOSAIC** (1522 Commercial Drive, Tel: 604-254-9626) helps immigrants and refugees adjust to their new lives in Canada, and provides services such as language instruction, employment programs, orientation, settlement counselling, family support, paralegal counselling, interpretation and translation, and community outreach.

- **Pacific Immigrant Resources Society** (#205-2929 Commercial Drive, Tel: 604-718-2780) provides services for immigrant women and their children, including English language training, childcare, leadership skill development and volunteer placement.

- **SUCCESS** provides many services for immigrants, including settlement information and referral, family and youth counselling, language training, employment and small business training, volunteer and community development programs. Many of their programs are offered in Cantonese and Mandarin. Offices in Vancouver are:

- 28 West Pender St., Tel: 604-684-1628
- 5836 Fraser St., Tel: 604-324-1900
- #203- 8268 Granville St., Tel: 604-323-0901
- #501-1788 West Broadway, Tel: 604-732-3278
- #801-1788 West Broadway, Tel: 604-721-7622

- **Vancouver and Lower Mainland Multicultural Family Support Services Society** (306-4980 Kingsway, Tel: 604-436-1025) provides services to immigrant and visible minority women, children and their family who are experiencing family violence. Also works with women victims of sexual assault. Confidentiality is strictly maintained.

Starting a new business

- **Canada BC Business Services Centre**, 601 West Cordova Street (Tel: 604-775-5525), is a provincially and federally funded agency that provides information on how to

start a new business in BC and has a business resource library. (www.sb.gov.bc.ca)

- **SUCCESS** - Small Business, Training & Development, #501-1788 West Broadway (Tel: 604-732-3278), assists newcomers and local Canadians to research and start small businesses in the Greater Vancouver area.

(www.success.bc.ca/business)

- **Business Development Bank of Canada** (Tel: 604-666-7850) provides financial assistance (loans/financing) and information to new, small and medium-size businesses.

Other useful Guides

- *Newcomers' Guide to BC* (Ministry of Community, Aboriginal and Women's Services, Tel: 604-660-2203)
- *A Newcomer's Introduction To Canada* (www.cic.gc.ca)
- *The Citizenship Handbook* (BC Civil Liberties Association: Tel: 604-687-2919, available in five languages)
- *Learning about the Law* (The People's Law School, Tel: 604-331-5400)



Childcare

Children from birth to 12 years old may need to be cared for by someone other than their parents or immediate family. The parents may have to work or attend school, or may want their child to play and learn with other children. Childcare (also called "daycare") can provide this service for children and families. Childcare can be provided in a caregiver's home, a group centre, or pre-school. These places may or may not be licensed. When childcare is licensed, it meets certain health and safety standards.

If you need childcare, it is up to you to find the right services for your children, and keep in mind that childcare services are not all run the same way. You can get help by calling Westcoast Information Daycare (3rd Floor, 210 West Broadway,

Tel: 604-709-5699) for information about:

- childcare options available
- childcare locations, with lists and maps
- how much child care costs
- hours childcare programs are open
- what to look for when choosing childcare
- other facts about childcare.

Westcoast Information Daycare staff can speak different languages, and translated information is available.

Getting help to pay for childcare

If you need help paying for childcare, go to the office of the Ministry of Human Resources closest to you (see Blue Pages in the telephone book) or call the Westcoast Information Daycare number. Tell them you want to apply for a childcare subsidy.

Family Places

These are drop-in centres for parents and pre-school age children, including support to parents in a group setting and creative play for preschool children.

Eastside Family Place,

1661 Napier St., Tel: 604-255-9841

Hastings Community Family Enrichment

Centre, 3096 East Hastings St., Tel: 604-718-6222

Marpole Oakridge Family Place,

1305 W. 70th Ave., Tel: 604-263-1405

Mount Pleasant Family Centre,

2910 St Georgia St., Tel: 604-872-6757

Roundhouse Family Place,

188 Drake St., Tel: 604-718-6559

South Vancouver Family Place,

2295 East 61st Ave., Tel: 604-325-5213

Thunderbird Family Place,

2311 Cassiar St., Tel: 604-713-1818

Westside Family Place,

2819 West 11th Ave., Tel: 604-738-2819

Children and Youth Programs

The Vancouver Park Board offers a variety of programs for children and youth through its 23 community centres.

Children's programs

All community centres offer safe, supervised programs in such areas as sports, recreation and arts activities. Many centres have swimming and skating lessons. Summer day camp programs are also available. Some of these programs are subsidized and low cost. Low income families may be eligible for a Leisure Access Card. For more information, contact your local community centre or pick up a copy of their program brochure.



Youth programs

Most community centres have youth programs run by Community Youth Workers who have experience in child and youth care and recreation leadership. Youths themselves are actively involved in planning for programs such as sports, recreation, arts, leadership training, pre-employment training and out-trips. For more information, contact your local Community Centre Youth Worker. (For community centre listings, see Part Two, "Parks and Recreation")

Neighbourhood houses also offer some youth programs. Other organizations providing children and youth services include:

Boys and Girls Clubs of Greater Vancouver Tel: 604-879-6554

Big Brothers of Greater Vancouver
Tel: 604-876-2447

Big Sisters of BC Lower Mainland
Tel: 604-873-4525



Seniors Services and Programs

A person over 65 is usually considered to be a “senior.” Each of the three levels of government is responsible for different programs or services that seniors may use. In Vancouver, the Federal government is responsible for the Canada Pension Plan and Old Age Security. The BC government is responsible for health, transportation, and income assistance. The City government supports many recreation and social programs.

Vancouver’s community centres offer seniors’ courses and classes on fitness, health and wellness, arts and crafts, drop-in programs and excursions. Neighbourhood houses and independent seniors groups also provide services and activities for seniors. Contact the Seniors Worker at your nearest neighbourhood house or community centre for more information.

Other useful sources of information about services for seniors:

- The **411 Seniors Centre** (411 Dunsmuir St., Tel: 604-684-8171) has a Seniors Information and Referral Service. It also offers many drop-in services and programs for seniors.
- A booklet titled “*When I’m 64*” describes pensions, Old Age Security and how to apply for Medical Services Plan among other topics of interest to seniors. This booklet is available free from the **Legal Services Society** office (#1500-1140 West Pender St., Vancouver)

The following are some local seniors organizations and services supported by the City. Call to find out more about their programs or services.

Britannia Community Centre Vietnamese Seniors Program (Tel: 604-718-5815)

Chinese Community Library Seniors Outreach Program (Tel: 604-254-2107)

411 Seniors Centre (Tel: 604-684-8171)

Japanese Community Voluntary Association

(Tel: 604-687-2171)

Jewish Family Seniors Outreach

(Tel: 604-257-5151)

Marpole Oakridge Seniors Council

(Tel: 604-266-5301)

Renfrew Collingwood Seniors Society

(Tel: 604-430-1441)

South Granville Seniors Centre/Spanish Outreach (Tel: 604-732-0812)

South Vancouver Seniors Network

(Tel: 604-324-6212)

SUCCESS Seniors Outreach Project

(Tel: 604-684-1628)

Vancouver Second Mile Society

(Tel: 604-254-2194)

Westend Seniors Network

(Tel: 604-669-5051)

Cultural Activities and Special Events

Vancouver offers a wide range of cultural activities – from many different cultures. You can experience live theatre, dance, concerts, film and video screenings, art gallery and museum exhibitions, literary readings, lectures, fairs and festivals. Many different arts organizations and community groups sponsor and/or stage these events, which take place at different private and public venues, including community and cultural centres, libraries, churches and rented halls.

The City of Vancouver supports a range of cultural venues, including City-owned theatres such as the Queen Elizabeth Theatre, Vancouver Playhouse and the Orpheum Theatre. The City also supports major civic facilities such as the Vancouver Art Gallery, Vancouver Museum, Maritime Museum, the Pacific Space Centre, and Science World.

The City assists many non-profit arts groups through the **Office of Cultural Affairs** (Tel: 604-873-7487).

The Office also works with artists to develop public art, which is exhibited in public spaces in parks and neighbourhoods.



Photo by MianKitt Kwan

Where to get information and tickets

Local newspapers and free weeklies such as the *Georgia Straight* and *Vancouver Courier*, are good sources of information on local cultural activities. Tourism Vancouver has a website with current event information: www.tourismvancouver.com. The Alliance for Arts and Culture helps hundreds of Vancouver arts groups share information about events and activities. Stop by the Alliance Resource Centre at 938 Howe Street or call them at 604-681-3535. The Alliance website is: www.allianceforarts.com

For many events you need to buy tickets in advance. Ticketmaster (Tel: 604-280-4444) sells tickets for many major events, either at its various locations or over the telephone. You can also buy tickets at theatre box offices or from organizations staging events or at the events themselves.

You can often save money on tickets by buying them early, buying a subscription to a series of events, such as concerts or plays, or buying an entertainment book with discount coupons for arts events. Most events offer discounts for seniors, children and students. While most museums charge an entrance fee, many commercial and non-profit galleries are free.

Special events and festivals

On July 1st, Canada's birthday, there are special events in neighbourhoods all over Vancouver. Read your local newspapers or talk to staff at your local community centre to find out how and where to participate in these events. Other popular Vancouver events include:

- Vancouver International Children's Festival (May)
- International Jazz Festival (June)
- Dragon Boat Festival (June)
- Vancouver Folk Music Festival (July)
- Vancouver International Comedy Festival (July)
- Vancouver Chamber Music Festival (July-August)
- Vancouver Fringe Festival (September)
- Vancouver International Film Festival (October)
- Vancouver International Writers Festival (October)



Vancouver has lots of other arts festivals and community celebrations, many of which are organized by people from diverse cultures (e.g. Powell Street Festival, Asian Heritage Month, Black History Month, Aboriginal Art and Cultural Celebration). These events bring people together from around Greater Vancouver to enjoy the music, arts and cuisine of many different cultures. Watch for posters and look in different language newspapers and media to find out about these events.



City Government and Public Involvement

City Government

Vancouver's city government is made up of the Vancouver City Council and the Vancouver Park Board. City Council is made up of the Mayor and ten Councillors who are elected at large for a three-year term. The Mayor is the Chair of City Council.

People in Vancouver vote every three years to choose the Mayor, ten City Councillors and seven Park Board

Commissioners. The Vancouver School Board, which is under provincial government jurisdiction, is also elected at the same time. Each year Council chooses various people to be on civic boards, commissions and committees, including the Vancouver Public Library Board, and the Greater Vancouver Regional District Board (GVRD).

The City of Vancouver government has many functions and powers. It can:

- pass by-laws regulating businesses and buildings
- buy and sell property
- collect property taxes and other taxes
- approve major spending for all parts of the City government
- take on debt
- allocate funds for special activities such as arts and community services
- set up departments and offices for City services
- hire staff for City departments and offices.



City Hall, the heart of the City of Vancouver's government, is located at 453 West 12th Avenue. City Hall is where the Mayor's Office (Tel: 604-873-7621) is located, where the City Council meets and where the main offices for many City departments are located. The City Manager's Office (Tel: 604-873-7625) in City Hall oversees the day-to-day administration of the City's affairs. The City Manager carries out the Council's decisions and supervises the work of City

departments and programs. Staff work in City departments and programs all over the City, following the direction of the elected representatives. Mayor and Council appoint senior staff, including the City Manager. All other staff are selected through a City hiring system, based upon their education, skills and experience.

City Council and the Park Board discuss and make decisions about issues regarding the governing of the City at Council and Park Board meetings. Decisions are made based on open votes in Council and Park Board meetings, and any person can go to regular Council and Park Board meetings, as well as to meetings of different city committees.

You can get information about decisions to be made at Council's meeting from the City Clerk's Office (Tel: 604-873-7276) or for Park Board issues, from the Park Board Office (Tel: 604-257-8400). You can also find more information on the City website www.city.vancouver.bc.ca and the Park Board website: www.parks.vancouver.bc.ca

Anyone may request to speak to a report on a City Council agenda. To do so, it is necessary to pre-register, either in writing or by telephone, to the City Clerk Office (Tel: 604-873-7276). The same process applies for Park Board Meetings (Tel: 604-257-8400).

Other Levels of Government & Jurisdictions

The City government works with other levels of government and jurisdictions in providing services to the people of the city. Contact the following governments/jurisdictions if you wish more information about their services and programs:

A. Provincial and Federal Government

The Provincial and Federal Government have a lot of functions that are important to Vancouver. Each has laws and regulations, provides many services, develops lands and operates departments, ministries and crown corporations. You can find out more through their websites:

- 1) Provincial Government: www.gov.bc.ca
(Enquiry BC - Tel: 604-660-2421)
- 2) Federal Government: www.canada.gc.ca
(Tel: 1-800-622-6232)

B. Greater Vancouver Regional District (GVRD)

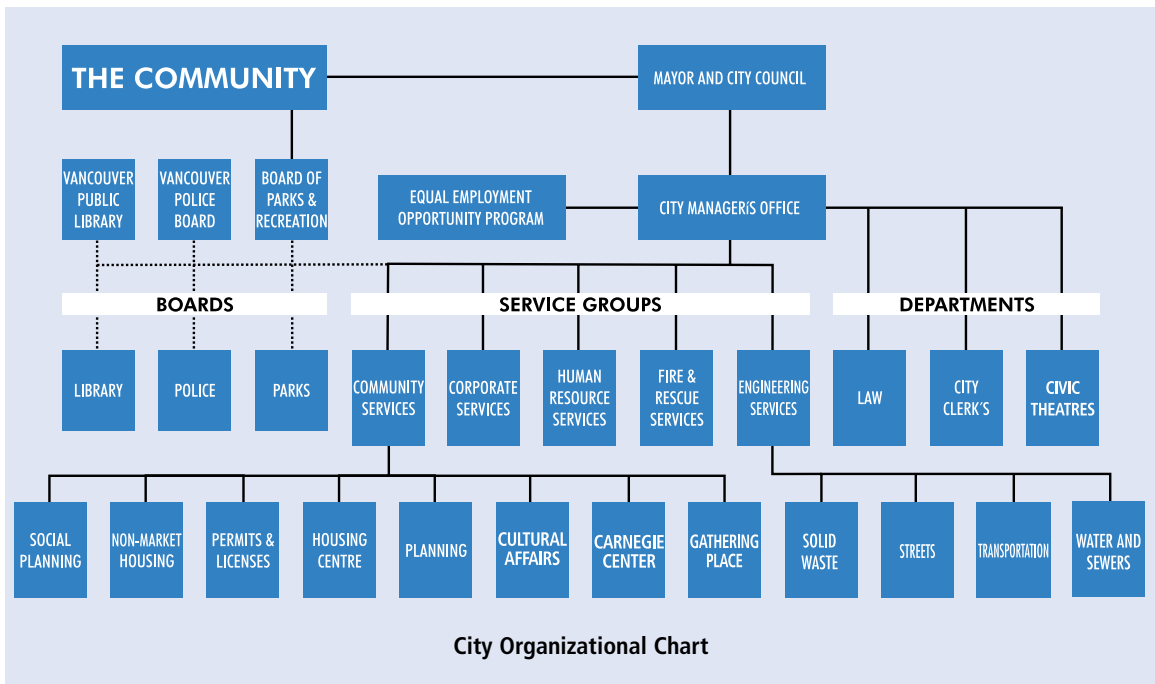
The City of Vancouver is also represented on the Greater Vancouver Regional District (GVRD), which brings together the 21 municipalities and one electoral area in Greater Vancouver to make decisions about common issues such as water, sewers, garbage, recycling, air quality, transportation, labour relations, and parks. Website: www.gvrd.bc.ca (Tel: 604-432-6200)

C. TransLink is the body responsible for transit services. Website: www.translink.bc.ca (Tel: 604-453-4500). For Bus/Seabus/Skytrain information, call 604-521-0400 (Also see Part 3: Getting Around).

D. Vancouver Coastal Health Authority is responsible for health services. Website: www.vancoastalhealth.ca (Tel: 604-736-2033, also see Part 3: Health Services)

E. Vancouver School Board looks after schools and education in the city. Website: www.vsb.bc.ca Tel: 604-713-5000 (Also see Part 3: Schools & Education)





City Departments and Service Groups

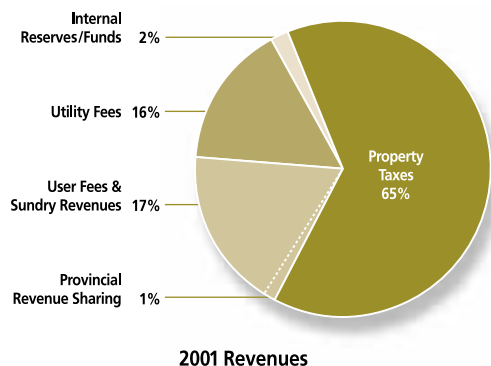
City services, under the direction of Council and Park Board, are delivered by more than 8,000 staff working in various locations throughout the city. You may call the City of Vancouver Switchboard at 604-873-7011 if you require assistance locating a particular service or staff person. The chart above gives an overview of various departments and service groups in the civic structure.

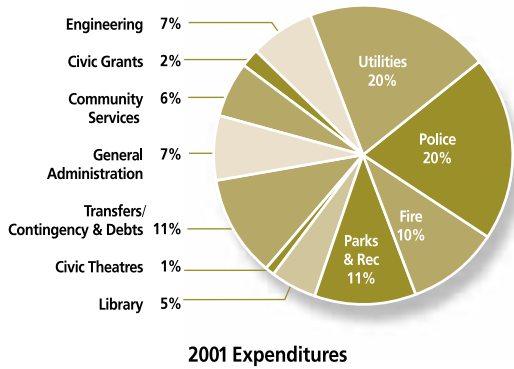
Revenues and Expenditures

The City of Vancouver's main way of raising revenue to pay for services is through property taxes, which are collected from homeowners and other property owners based on how much their property would cost to buy that year. Renters pay their part of property taxes through the rent that they pay to landlords. About half the property tax revenue, collected by the City on behalf of the Province, goes to support Vancouver schools.

Other City revenue comes from permits and licenses, and property revenues such as parking tickets and rent. The other levels of government also provide support to various City initiatives or programs.

The following charts show revenues and expenditures of the City in 2001.





Civic Elections and Voting

Elections are held every three years on the third Saturday in November. In advance of election day, the City Clerk's office sends city residents information about who is running for election and about how they can vote. The City of Vancouver opens an Elections Office several months before an election.

Who can vote

You can vote in a municipal election in Vancouver if you:

- are a Canadian citizen
- are 18 years or older on voting day
- have lived in BC for six months before voting day
- and have lived in Vancouver for 30 days before voting day.

All Vancouver residents who meet the above requirements can vote. It does not matter where you live in Vancouver or whether you rent or own your home. If you own property in Vancouver but live somewhere else in BC, you can still vote in Vancouver elections.



Boards, Commissions, and Committees

The City's business requires the input and active participation of many citizens. City Council regularly appoints individuals from the community to sit on City boards, commissions and committees to advise Council on specific matters or make decisions on special issues. Some of these groups are:

- **Vancouver Police Board**
- **Vancouver Planning Commission**
- **Vancouver Public Library Board**
- **Civic Theatres Board**
- **Vancouver Economic Development Commission**
- **Special Advisory Committee on Seniors**
- **Special Advisory Committee on Cultural Communities.**

Voter registration

You must register to vote. The City of Vancouver uses the BC voters' list to determine who is eligible to vote in Vancouver. This list is at the voting place on election day. Your name will be crossed off the list when you vote to show that you have completed voting for this election.

If you are not on the BC voters' list, you can still get on the Vancouver list. You must show two pieces of identification. One must have your signature; for example, it can be a credit card, passport, or BC identification card. The other must have your address; for example, it can be a driver's licence, car insurance certificate, a hydro bill or a credit card bill.





Civic Participation and Involvement

Thanks for taking the time to read this Guide and to find out more about Vancouver.

In the months and years to come, as you get to know your neighbours and your neighbourhood, as you explore the many different parts of the city, you'll get to know the little things that make Vancouver unique. Its parks. Its rich mix of people from around the world. And its endless opportunities for taking part in community groups and activities.

You can register with these two pieces of identification before the election or on the day of the election at the voting place.

How to vote

You can vote at any time between 8:00 a.m. and 8:00 p.m. on the day of the election at the voting place for your neighbourhood. You will be provided with information, advertisements, etc. about where to vote. You can also call the City's Elections Office at 604-873-7681 to inquire about voting locations.

At the voting place you will be asked to show your voter registration or two pieces of identification. You will be given a ballot with the candidates' names and directed to a booth where you will choose who you want to vote for. You can ask for help to get to the voting place, to read the names and to fill in the ballots. Call the City Clerk's Elections Office for more information.

If you know you will not be able to vote on the day of the election, you can ask to vote before that day at certain designated advance polls. Call the Election Office for more information. If you can't get to any voting place because you are in hospital, the Elections Office can provide assistance.

An important reason Vancouver is consistently ranked as one of the best places in the world to live, is that Vancouver residents care about this city. Vancouverites have a long tradition of participating in city government and community affairs. Some participate at a local level by volunteering at community centres or neighbourhood organizations. Others get involved by addressing issues that affect their neighbourhoods or the whole city. As you deepen your involvement in the life of the city, you'll appreciate how many different kinds of people work together to create the outstanding quality of life we all enjoy and cherish!

To find out more about public participation, get a copy of the City's *How To Participate In City Processes Guide* by calling the Planning Department at 604-873-7344. Another useful publication is *The Citizen's Handbook: A Guide To Building Community in Vancouver*, also available from the Planning Department.

Telephone Reference Guide

FEDERAL - F PRIVATE - N PROVINCIAL - P

For more information on City of Vancouver services:

info@city.vancouver.bc.ca
www.city.vancouver.bc.ca

City of Vancouver
453 West 12th Avenue
Vancouver, BC V5Y 1V4

| | |
|-------------------------------|--------------|
| Faxback | 604-871-6266 |
| Telephone Device for the Deaf | 604-873-7193 |
| City Hall | 604-873-7011 |
| Mayor's Office | 604-873-7621 |
| Councillors' Offices | 604-873-7273 |

CITY BOARDS/DEPARTMENTS/SERVICE GROUPS

| | |
|--|-----------------|
| City Hall (main switchboard) | 604-873-7011 |
| City Clerk's Department | 604-873-7276 |
| City Manager's Office | 604-873-7625 |
| Equal Employment Opportunity (EEO) Program | 604-873-7786 |
| Civic Theatres Department | 604-665-3050 |
| Community Services | |
| Development Planning & Application Centre | 604-873-7613 |
| Housing Centre | 604-873-7487 |
| Non-Market Housing | 604-873-7437 |
| Permits & Licences Department | 604-873-7611 |
| Building Permit Information | 604-873-7611 |
| Inspections | 604-873-7601/02 |
| Business Licence Information | 604-873-7568 |
| Planning Department | 604-873-7344 |
| Zoning Information | 604-873-7613 |
| Social Planning Department | 604-873-7487 |
| Carnegie Centre | 604-665-2220 |
| Gathering Place | 604-665-2391 |
| Office of Cultural Affairs | 604-873-7487 |
| Corporate Services | |
| Accounting Division | 604-873-7780 |
| Accounts Payable | 604-873-7767 |
| Budgets Division | 604-871-6375 |
| Building Management | 604-873-7201 |
| By-law Fines Office | 604-873-7642 |
| Risk & Emergency Management Office | 604-873-7700 |
| Facilities Development | 604-873-7137 |
| Property Tax Branch | 604-873-7633 |
| Purchasing Division | 604-873-7263 |
| Real Estate Services | 604-873-7620 |
| Engineering Services | 604-873-7323 |
| Fire & Rescue Services/Administration | 604-665-6000 |
| Human Resources Services | 604-873-7663 |
| Law Department | 604-873-7512 |
| Library Management, 350 W. Georgia St. | 604-331-4000 |
| Library Quick Information Service | 604-331-3603 |
| Parks & Recreation Services | 604-257-8400 |
| Vancouver Police | 604-717-3535 |
| Crime Reports (non-emergency) | 604-717-3321 |
| Victim Service Unit | 604-717-2739 |

Emergency Services

| | |
|--------------------------|--------------|
| Police | |
| Emergencies | 911 |
| Non-emergencies | 604-717-3535 |
| C.P.O. Central | 604-717-2687 |
| Fire and Rescue Services | |
| Emergencies | 911 |
| General information | 604-665-6000 |
| Fire prevention | 604-873-7595 |

Emergency Numbers

| | |
|--|----------------|
| E-Comm (Disaster Emergency) | 604-215-5000 |
| B.C. Gas Emergency Services - N | 604-298-1400 |
| B.C. Hydro Emergency Services Electric - P | 1-800-764-3766 |
| Crisis Intervention/Suicide Prevention - N | 604-872-3311 |
| Drainage Problems | 604-323-7650 |
| Family & Child Abuse | 604-660-4927 |
| Help Line for Children | 604-310-1234 |
| 24-hour Emergency Food & Shelter Line | 604-660-3194 |
| Poison Control Centre, St. Paul's Hospital - P | 604-682-5050 |
| Police, Fire, Ambulance | 911 |
| Rape Relief & Women's Shelter - N | 604-872-8212 |
| Water Services | 604-323-7650 |

Arts & Cultural Affairs

| | |
|----------------------------|--------------|
| Office of Cultural Affairs | 604-873-7487 |
|----------------------------|--------------|

Automobiles

| | |
|---|----------------|
| ICBC Claims - P | 604-520-8222 |
| Motor Vehicle Traffic Fines (speeding tickets) (paid at Driver Services Centres) - P | See blue pages |
| Parking Tickets, 453 W. 12th Ave. | 604-873-7642 |

Bicycles

| | |
|-----------------|--------------|
| Bicycle Hotline | 604-871-6070 |
|-----------------|--------------|

Births, Deaths & Marriages - P

| | |
|------------------------------|---------------------------------|
| B.C. Vital Statistics Agency | (toll free line) 1-800-663-8328 |
| Vancouver Office | 604-660-2937 |

Building & Electrical & Plumbing

| | |
|--------------------------------|--------------|
| Building Permits & Information | 604-873-7611 |
|--------------------------------|--------------|

Childcare

| | |
|-------------------------------|--------------|
| Westcoast Information Daycare | 604-709-5699 |
|-------------------------------|--------------|

Complaints

| | |
|---|--------------|
| Better Business Bureau - N | 604-682-2711 |
| Complaints Against Municipal Police - P | 604-660-2385 |
| Graffiti Removal Line | 604-873-7161 |
| Residential Tenancy Office, 3rd Flr., 1190 Melville St. | 604-775-2829 |

Disaster Planning/Information

| | |
|--------------------------------------|-------------------|
| E-Comm (Vancouver area) | |
| Emergency Communications for S.W. BC | 604-215-5000/5007 |

Discrimination

| | |
|----------------------------|--------------|
| BC Human Rights Commission | 604-660-6811 |
| Legal Services Society | 604-601-6300 |

Dogs & Cats

| | |
|----------------------------------|---------------------|
| Animal Control/City Pound | 604-251-1325 |
| Dog Hotline | 604-871-MUTT (6888) |
| Dog Licences, Permits & Licences | 604-873-7568 |

Drivers' Licence Information

| | |
|--|--------------|
| ICBC (hrs. & locations of all offices) - P | 604-661-2255 |
| Driver Services Centre | |
| 8:30am-4:30pm - P | 604-661-2255 |

Employment

| | |
|--------------------------------------|----------------|
| City Hall Human Resources Department | 604-873-7663/4 |
| Human Resources Centre of Canada | |
| Employment (24 hrs.) - F | 604-682-5400 |
| 415-757 W. Hastings St. | 604-681-8253 |
| 125 E. 10th Ave. | 604-872-7431 |
| 4242 Fraser St. | 604-666-2306 |

Telephone Reference Guide

Family Service Bureaus

After Hours (Emergency Service - 24 hrs.) - P 604-660-3194

Fire Prevention & Permits

604-873-7595

Garbage

City Collection 604-323-7710
 Composting Hotline, 2150 Maple St. 604-736-2250
 Hazardous Waste/Environmental Protection 604-873-7567/7528
 B.C. Recycling Hotline (general information) - P 604-732-9253
 Yellow/Blue Bags & Bins Information 604-323-7710

Health Services, Public

Downtown Community Health Centre 604-255-3151
 Evergreen Community Health Centre 604-872-2511
 Pacific Spirit Community Health Centre 604-261-6366
 Raven Song Community Health Centre 604-709-6400
 Three Bridges Community Health Centre 604-736-9844
 South Community Health Office 604-321-6151
 North Community Health Office 604-253-3575

Housing

B.C. Housing - P 604-433-2218
 B.C. Housing Management Commission - P
 601-4555 Kingsway, Burnaby 604-433-2218
 Residential Tenancy Office, 604-660-3400
 Tenant Emergency Assistance Program (City only) 604-873-7488

Immigration

Citizenship & Immigration, 1148 Hornby St. - F 604-666-2171

Information

City of Vancouver (Civic Government) 604-873-7011
 Federal Government 1-800-OCANADA/1-800-622-6232
 Information Services Vancouver 604-875-6381
 Provincial Government Information - P 604-660-2421
 24 Hour Information Line, Residential Tenancy Office 604-660-1020

Law Courts - P

Divorce Registry, 800 Smithe St. (family & divorce) 604-660-2843
 Provincial Courthouse, 222 Main St. (registry) 604-660-4200
 Small Claims Court, 800 Hornby St. 604-660-8989

Legal Services

Legal Aid - Legal Services Society 604-601-6300

Library, Vancouver Public

Please see page 26 in this guide

Licenses

Business Licenses, 2nd Fl., E.Wing 604-873-7568
 Dog Licenses, 2nd Fl., E.Wing 604-873-7568
 Liquor Control & Licensing - P 604-586-2641
 Marriage Licenses, 250-605 Robson St. - P 604-660-2937

Lighting

Street Lights & Electrical Traffic Signals/Signs 604-871-6200

Museums & Planetarium

Vancouver Maritime Museum 604-257-8300
 H.R.MacMillan Space Centre/Planetarium 604-738-7827
 Vancouver Museum 604-736-4431

Noise, Excessive

Barking Dogs 604-665-3528
 City Health Inspector 604-736-2866

Parks and Recreation

604-257-8400

For Community Centres, please see page 16 in this guide

Parking

Abandoned Vehicles 604-257-8709
 By-law Fines 604-873-7642
 Handicap Parking Decal, SPARC 604-718-7744
 Parking Enforcement Requests 604-257-8727
 Residential Parking Permits 604-873-7338
 Ticket Enquiries 604-257-8732
 Impounded Vehicle: Buster's 604-685-7246
 Pay Parking Tickets (Visa or Mastercard accepted) 604-871-6365

Permits

Addresses, Changes & Additions 604-873-7986
 Development Zoning 604-873-7613
 False Alarm Reduction Program 604-871-6150
 Information 604-873-7611
 Tree Cutting Permit, 2nd Fl., E.Wing 604-873-7167
 Tree Hotline 604-871-6378

Planning

Board of Variance, Sub-ground 604-873-7723
 Development Permit Board, 3rd Fl., E.Wing 604-873-7469
 First Shaughnessy Panel, 3rd Fl., E.Wing 604-871-6396
 Enquiries (Zoning counter), 2nd Fl., E.Wing 604-873-7613
 Vancouver City Planning Commission (VCPC),
 VanCity Bldg. 604-873-7477
 Urban Design Panel, 3rd Fl., E.Wing 604-873-7936

Police

Block Watch, 2120 Cambie St. 604-717-2857
 Crime Reports (non-emergency) 604-717-3321
 Emergency 911
 Impounded Cars, 312 Main St. 604-717-3198
 Traffic Records, 312 Main St. 604-717-3000
 Police Station, 312 Main St. 604-717-3535
 Victim Service Unit, 2120 Cambie St. 604-717-2737

Recycling

City Recycling Hotline 604-323-7710
 Composting Hotline, 2150 Maple St. 604-736-2250

Schools

See Vancouver Telephone Directory for
 Schools and Community Colleges see yellow & white pages

Senior Citizens

Crisis Line (24 hr.) - N 604-872-3311
 Old Age Security & Canada Pension Plan - P
 Services to Seniors Society 604-684-8171

Sidewalk Inspections

Streets Administration, 2nd Fl. 604-873-7216

Streets & Lanes, Petitions, Repairs & Maintenance

Boulevard Maintenance 604-323-7651
 Boulevard and Street Trees 604-257-8600
 Petitions, (lighting improvements) 604-873-7183/7928/7206
 Street Cleaning 604-323-7724
 Street Light Replacement 604-871-6200
 Street Repair 604-323-7651

Taxes & Assessments & Tickets (parking)

Property Tax Branch 604-873-7633

Telephone Reference Guide

Theatres

| | |
|---|--------------|
| Orpheum, Seymour St. & Smithe St. | 604-665-3035 |
| Queen Elizabeth Theatre, Georgia St. & Hamilton St. | 604-665-3050 |
| QET Restaurant, Georgia St. & Hamilton St. | 604-665-2373 |
| Vancouver Playhouse, Hamilton St. & Dunsmuir St. | 604-665-3050 |

Transportation

| | |
|--|------------------------|
| BC Ferries, 1112 Fort St., | Victoria (24 hrs.) - P |
| 1-888-BC FERRY (223-3779) | |
| Translink (Bus Information) - P | 604-521-0400 |
| B.C. Rail Ltd., 1311 W. 1st St., North Vancouver - P | 604-631-3500 |

Visitors

| | |
|---|--------------|
| Vancouver Tourist Infocentre, Waterfront Centre | 604-683-2000 |
|---|--------------|

Volunteers

| | |
|--|--------------|
| Volunteer Vancouver, 301-3102 Main St. - N | 604-875-9144 |
| Volunteers for Seniors, 2610 Victoria Dr. | 604-734-1221 |

Voting Information, Registration

| | |
|--|--------------|
| Provincial Voters' List, 100-475 E. Broadway - P | 604-660-6848 |
| Vancouver Voters' List, City Clerk's Department | 604-873-7681 |

Water Service

| | |
|----------------------------|--------------|
| Emergency Service (24 hr.) | 604-606-2676 |
| Water Billing Information | 604-873-7644 |
| Water Quality Complaints | 604-736-2866 |






Local Multilingual Television (LMTV)
wishes to thank the community for their support

Congratulations to the City of Vancouver
for this important publication

Local Multilingual Television
412 - 2150 West Broadway
Vancouver, BC
V6K 4L9

Phone: 604.731.6132
Fax: 604.731.6138
Email: info@lmtv.ca
Web: www.lmtv.ca







The world is yours at Scotiabank.

With 1,700 branches and offices in more than 50 countries, Scotiabank is the most international of the Canadian banks and has been doing business internationally for over 100 years. Our reach is extensive but our focus remains simple: to serve your banking needs – here in Vancouver and around the world.

Scotiabank branches in the City of Vancouver

- | | | | | |
|--|---|--|---|--|
| 1 Broadway & Burrard 1801 West Broadway (604) 668-3768 | 4 Broadway & Oak 1004 West Broadway (604) 668-3778 | 8 City Square 555 West 12 th Avenue (604) 668-6700 | 14 49th & Fraser 6498 Fraser Street (604) 668-3677 | 19 Kingsway & Victoria 2008 Kingsway (604) 668-3785 |
| 2 Broadway & Commercial 1695 East Broadway (604) 668-3782 | 5 Broadway & Ontario 1 West Broadway (604) 668-3789 | 9 Dunbar & 41st 5659 Dunbar Street (604) 668-3713 | 15 Granville & 12th 2804 Granville Street (604) 668-3771 | 20 Main & 2nd 180 East 2 nd Avenue (604) 668-3794 |
| 3 Broadway & MacDonald 2798 West Broadway (604) 668-3775 | 6 Burrard & Nelson 970 Burrard Street (604) 668-2160 | 10 1st & Renfrew 244 – 2800 East 1 st Avenue (604) 668-2075 | 16 Granville & 68th 8405 Granville Street (604) 668-3710 | 21 Point Grey 4566 West 10 th Avenue (604) 221-3750 |
| 7 Chinatown 268 Keefer Street (604) 668-2163 | 11 Burrard & Pender 510 Burrard Street (604) 718-1500 | 17 Hastings & Vernon 1220 East Hastings (604) 668-3700 | 18 Kerrisdale 2207 West 41 st Avenue (604) 668-3704 | 22 Robson & Bute 1205 Robson Street (604) 668-2190 |
| | 12 41st & Churchill 1576 41 st Avenue (604) 668-3707 | 13 49th & Elliott 2689 East 49 th Avenue (604) 668-3737 | 23 Vancouver Main 650 West Georgia Street West Georgia (604) 668-2094 | |



™ Trademark of The Bank of Nova Scotia

