How To Use This Guide

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Finding what you're Looking For just got a lot Easier.
Your Privacy at ACS
At Abbotsford Community Services we have strong policies and procedures to protect the collection, use and storage of your personal information.

If you have a concern about the personal information being collected at ACS, or if you would like to access the personal information held by a program you’re working with, please contact ACS's Privacy Officer:

Louise Smith (Manager)
Quality Assurance, Privacy and Training
Phone: ....................................................604.859.7681 Ext. 238

Join Our New Alumni Group
In 2019, ACS will be celebrating 50 years of helping people in our community. You are invited to join our brand new Alumni Group.

Are you or have you been:
• a former client or group participant?
• a former staff member or volunteer?
• a long term donor or community partner?

If you wish to be a part of the 50th Anniversary Celebrations in 2019, we can keep you up to date on all the developments. Please contact:

Janna Dieleman
Manager, Donor and Community Relations
Phone: ....................................................604.859.7681 Ext. 204
Janna.Dieleman@abbotsfordcommunityservices.com
About Us

Abbotsford Community Services (ACS) is a large social service agency offering help to people throughout Abbotsford including services in Langley, Mission, Chilliwack and Chandigarh, India.

Every year, approximately 40,000 come through our doors looking for help from one or more of our 80 programs and services.

From newborns to seniors — Abbotsford Community Services helps people of all ages.

From women escaping violence to youth looking for hope in their lives — Abbotsford Community Services helps people in crisis.

From newcomers in Canada to people with developmental disabilities — Abbotsford Community Services helps people feel like they belong.

Abbotsford Community Services (ACS) really is — People Helping People.

Our Mission

ACS strives to foster community well-being and social justice through positive action and leadership.

Statement of Diversity

- We are children, youth, adults and seniors
- We are of all races, religions, cultures, abilities, sexual orientations, genders, and economic levels
- We speak many languages
- We value diversity
- We endeavour to reflect this diversity in our volunteers, Board of Directors, and staff
- We respect all our neighbours and clients and extend our respect to them in all that we do
- We embrace all types of families
- Therefore, we will act to promote inclusion of all in our agency and in our community
**Services In The Community**

**Abbotsford Food Bank / Christmas Bureau**
The Food Bank provides food, basic necessities, dental care and emergency assistance for individuals and families in need. The Christmas Bureau offers food hampers, gifts and clothing to qualified residents in temporary crisis during the Christmas season.

Phone: ................................................................. 604.859.5749
Website: .............................................. www.abbotsfordfoodbank.com

**AbbotsfordWORKS Employment Centre**
Provides a wide range of services and supports to help Abbotsford job seekers find and maintain employment and improve their employment readiness.

Phone: ................................................................. 604.859.4500
Website: .............................................. www.abbotsfordworks.com

**Abbotsford Mission Recycling Program**
Features a drop off area for blue bag recyclables and other recyclable items.

Drop off .................. 33670 Valley Road in Abbotsford
Drop off .................. 229 Mershon Street in Mission
Phone: ................................................................. 604.850.3551
Website .......................................................... acsrecycling.ca

**Abbotsford Addictions Centre**
We offer alcohol and drug counseling, recovery and support groups, and referrals to day and residential treatment.

Phone: ................................................................. 604.850.5106

**Community Legal Advocacy**
We offer information, advice, referrals and representation on Income Assistance, disability applications, housing, employment and Canada Pension issues.

Phone: ................................................................. 604.859.7681 Ext. 207
Phone: ................................................................. 604.702.2907
Translation and Interpretation
Services are available in approximately 55 languages. This is a fee for service program.

Phone: 604.870.3769

Community Access to Literacy & Language
CALL offers individual tutoring for adults who want to upgrade their reading, writing, computer, and numeracy skills. This program is available to immigrants and refugees as well as Canadians with English as their first language.

Phone: 604.768.6770

Community Kitchen
At our large cooking facility, people can get together to pool their food resources and take part in classes, food safety, and food security-related activities.

Phone: 604.870.3770

Supportive Housing
Men who are homeless or at risk of homelessness will soon be able to take advantage of a low barrier supportive housing facility on Gladys Road just outside of downtown Abbotsford.

Phone: 604.859.7681 Ext. 203
supportivehousing.abbotsfordcommunityservices.com

Fraser Valley Cultural Diversity Awards
Annual event held in late winter, recognizing and honoring businesses, groups, clubs, and schools who work to make their organizations inclusive of all populations.

Phone: 604.859.7681 Ext. 218
Family Centre - The Parenting Place
Strives to foster the strengths and well-being of individuals, families and the community as a whole. Offers friendly, supportive meeting places where adults and children can share quality time together through formal and informal programs.

Phone ................................. 604.859.7681 Ext. 266

Parent and Child Drop-Ins
Weekly drop-in programs for parents with children aged 0-6 at our Family Centre – The Parenting Place.

Perinatal Depression Support
Perinatal education and support is offered in partnership with Fraser Health.

Phone ................................. 604.859.7681 Ext. 266

Best for Babies
Early intervention support offered to assist high risk prenatal and postnatal women. Particular attention is paid to promoting a healthy diet and lifestyle.

Phone ................................. 604.859.7681 Ext. 288

AbbyDads – Father Involvement Program
We offer activities and services to increase dads’ positive involvement with their children.

Phone ................................. 778.808.3254
Website ................................. www.abbydads.ca
Families With Young Children

New Beginnings Young Parent Program
New Beginnings supports young parents to complete their high school education while providing quality early childhood care for their infants and toddlers.

Phone.......................................................604.850.7303 Ext. 4
Website ........................................... abbynewbeginnings.ca

Child Care Resource & Referral - CCRR
We offer child care referrals for families with children aged 0-12, as well as professional training, consultations, support, and referrals for child care providers.

Phone .................................................................604.850.7934
Website .................................................................ccrr.bc.ca

Triple P Parenting
‘Positive Parenting Practices’ seminars, groups, and drop-in discussion groups to assist parents with parenting skills.

Phone..................................................604.859.7681 Ext. 266

Family Connections
Services for families with children aged 0 – 12 years:

- **Enhanced Access** - facilitates visits for children in MCFD care with their families
- **Family Outreach** - supportive intervention
- **Counselling** - for individuals, couples and families

Phone ................................. 604.859.7681 Ext. 265

Family Education
Provides support and education to promote change, encourage growth, and enhance healthy families.

**Note:** Some spots open for self-referral depending on availability.

Phone..................................................604.859.7681 Ext. 767
Caregiver - Foster Parent Support
CSP has been developed in conjunction with MCFD to provide ongoing support to foster families and children in order to maintain foster placements. Services are provided to assist caregivers in dealing with a wide range of behaviors and issues related to substance misuse, FAS, FAE, ADHD, learning disabilities, depression, and historical trauma and neglect.

Phone: 778.880.8555

Langley Family Success Program
Family Success offers counselling for children, youth, and families.

Phone: 604.533.8878
The Youth Resource Centre
Offers a wide range of programs that reflect our ‘youth minded’ philosophy of working with youth from 12-18 years of age.

For General Inquiries:
Phone: 604.870.4YRC (4972)

In it Together
Supports youth ages 12 - 24 at risk of gang involvement, and their families, through outreach services, skill-building, counselling and recreation, as well as offering prevention services, such as parent education.

Phone: 604.853.1582

Autumn House
This is a semi-independent youth housing program for youth aged 16-18. Through a life-skills curriculum approach, the goal is to transition youth to living independently.

Abbotsford Youth Health Centre - AYHC
Professional medical practitioners provide health services in a youth-friendly, safe, confidential, and non-judgmental environment for individuals aged 12-24. With increased knowledge, tools to protect and maintain their health, by identifying high risk behaviours, youth are empowered to become active participants in their health care.

Phone: 604.746.3392
Website: www.AYHC.ca

Basic Lifeskills Training - BLT
Based in Langley, this program provides support to youth living with mental illness. Services are provided in an outreach format within individual or group settings.

Referrals: Only through Langley Child and Youth Mental Health
Phone: 604.530.6444
Group Home
This short-term, structured residential accommodation is for male and female youth between the ages of 13 and 18 who are in the care of MCFD and FVACFSS.

Rapid Response
A 6-week intensive program for families with children (0-18 years) to reduce the family’s crisis or conflict and promote harmony in the home.

Family Outreach
Individualized service for youth and families experiencing conflict: Help with communication skills, conflict resolution, and connection to community resources.

Independent Living and Youth Support
This is an outreach service for youth who live on their own by offering individual support to achieve transition to complete independence in the community.

Youth Education Support
Through a comprehensive program, we assist youth with academic achievement, to develop healthy family support systems, and to gain a positive sense of their self.
Youth Services
Referrals only through MCFD unless stated otherwise.

Youth Justice Services  
(Probation referrals only)

Intensive Support & Supervision Program
Youth are supported in participating in pro-social activities and programs.

Community Work Service
Provides opportunities for youth probationers, allowing them a sense of accountability while building a positive relationship in the community.

Stop Exploiting Youth - SEY
By meeting youth ‘where they are’, we offer outreach support for youth who are at risk of becoming, or are currently being sexually exploited. The goal is to keep our youth safe and to stop sexual exploitation.

Street Outreach
We help and support youth who are living on our streets by focusing on their safety, ensuring that their basic needs such as food, shelter and clothing are met. The goal is to reconnect them with their families or other healthy, positive support systems.

Parenting Groups
Support groups for parents of teenagers offering tools and strategies for effective parenting meet at different times during the year.

Teen Groups
A wide range of group sessions are offered for all youth at different stages in their teen years to find empowerment, skills for self-care, emotional regulation, self esteem, conflict resolution, anger management, healthy relationships, and independent living.

Youth Buddy
This school-based program encourages new immigrant youth to build friendships with Canadian youth in grades 6-12. The weekly lunch time club includes recreational activities, guest speakers, and fun educational experiences related to the variety of cultures represented in the group.

Phone: 604.859.7544 Ext. 227
Phone: 778.809.4411
Immigrant Youth and Young Adults
This service offers assistance to youth at risk of not meeting or successfully completing their high school education and graduation requirements.

Phone.................................................................. 778.809.4411
Phone..................................................................604.859.7544 Ext. 227

South Asian Community Resource Office
SACRO offers outreach and support specifically to South Asian youth and their families.

Phone.................................................................. 604.859.7544
Developmental Disabilities

ADULTS
Discovery Program
Community inclusion and recreation programs for adults with developmental disabilities.
Referrals through Community Living BC
Phone: 604.870.8725

EMPLOYMENT
E.P.I.C.– Employing People In Community
Vocational counselling and placement supports for adults with developmental disabilities.
Referrals through Community Living BC.
Phone: 604.859.7681 Ext. 284

CHILDREN and YOUTH
STAR Club – Special Training and Recreation Club
Recreational and skill building programs for children with developmental disabilities.
Referrals through MCFD – Ministry of Children and Families
Phone: 604.859.2919
Multicultural Services

Multicultural & Immigrant Integration Services provide a wide range of programs to support and assist newcomers adapt to Canada.

**Immigrant Settlement**
Information, resources, and referrals are provided to immigrants to assist with cultural and language barriers.
Phone ..................................................604.859.7681 Ext. 235

**Language Instruction for Newcomers - LINC**
We provide free ESL classes (literacy - Level 7) for new immigrants. Classes are offered in the mornings and afternoons in Abbotsford and evenings only in Mission. Classes run from September - June and intake is ongoing through an application process.
Phone ..................................................604.859.7681 Ext. 216

**Moving Ahead Program - MAP**
MAP supports and helps refugees, immigrant families, and individuals who have multiple needs and integration barriers so that they can actively participate in regular settlement and community service programs.
Phone ................................................................604.859.7544 Ext. 227
Phone ..................................................................778.809.4411

**Settlement Workers in Schools**
Settlement support and liaison is offered between schools and the home of immigrant students and their families.
Phone ..................................................604.859.7681 Ext. 235

**Parenting Life Skills**
In these classes, newcomers to Canada gain the knowledge and skills necessary for successful living and parenting in their new environment.
Phone .................................................. 604.217.2299
Multicultural Services

Community Connections
This program connects immigrants with community members through conversation circles and one-on-one, friendship based matching program. We also offer Life Skills courses on a variety of topics including citizenship and computer skills.

Phone .................................................................. 604.217.3055

Employment Mentoring
Building mentorship connections for new professional immigrants in the business community.

Phone .................................................................. 604.217.0444

Skills Connect
This program will assess the skills, qualifications, and experiences of recent immigrants and offer opportunities such as workplace orientation which will help to secure and sustain employment.

Phone .................................................................. 604.859.7681

Legal Advocacy
Agricultural immigrant workers are assisted with legal issues related to their employment, tenancy and, CPP disability concerns.

Phone .................................................. 604.859.7681 Ext. 307

Community Access to Literacy and Language
CALL offers individual tutoring for adults who want to upgrade their reading, writing, computer, and numeracy skills. This program is available to immigrants and refugees as well as Canadians with English as their first language.

Phone .................................................................. 604.768.6277

South Asian Community Resource Office
SACRO offers outreach and support specifically to South Asian youth and their families.

Phone .................................................................. 604.859.7544
**Youth Buddy**
This school-based program encourages new immigrant youth to build friendships with Canadian youth in grades 6-12.

Phone..................................................604.859.7544 Ext. 227
Phone............................................................ 778.809.4411

**Immigrant Youth and Young Adult – IYYA**
This service offers assistance to youth at risk of not meeting or successfully completing their high school education and graduation requirements.

Phone............................................................ 778.809.4411
Phone............................................................ 604.859.7544
Phone............................................................ 778.808.4337

**In it Together**
Supports youth ages 12 - 24 at risk of gang involvement, and their families, through outreach services, skill building, counselling, and recreation, as well as offering prevention services such as parent education.

Phone............................................................ 604.853.1582

**India2Canada Prearrival Services**
This program based in Chandigarh, India is for those individuals who are prequalified to immigrate to Canada.

Phone............................................................ 778.255.4453

**Indo-Canadian Spousal Assault**
This ‘Enhancing Harmony’ program is a respectful relationship counselling group for men focusing on the prevention of violence.

Phone............................................................604.859.7681 Ext. 278
Diversity Education and Resource Services (DEARS)
Promotes cross-cultural understanding in the community.
Phone..................................................604.859.7681 Ext. 270

Fraser Valley Human Dignity Coalition
This community group works together to respond to incidents of discrimination and hate in the community of Abbotsford.
Phone..................................................604.859.7681 Ext. 270
Stopping the Violence
Individual and group counselling is available for women who have experienced sexual abuse, sexual assault, or domestic violence.
Phone .................................................604.859.7681 Ext. 209

Sexual Abuse Intervention Program
We offer individual and group counselling for sexually abused or assaulted children ages 3-18, and supportive counselling for non-offending parents. Art and expressive therapies are used.
Phone .................................................604.859.7681 Ext. 251

Specialized Victim Assistance
Provides justice-related information, support and referral to victims of child abuse, adult sexual assault, adult survivors of sexual abuse, partner assault, and criminal harassment.
Phone ................................................604-859-7681 Ext. 275

Indo-Canadian Spousal Assault – ITFAK
This ‘Enhancing Harmony’ program is a respectful relationship counselling group for men focusing on the prevention of violence.
Phone ................................................604-859-7681 Ext. 278
Seniors Services

Better at Home
A non-medical program that helps seniors 65+ continue living independently in their own homes by providing transportation, shopping, and housekeeping services.
Phone: 604.870.3772

Medical Transportation
Volunteers drive individuals to medical appointments outside of the Abbotsford area. Fees charged for mileage and parking.
Phone: 604.866.5147

Lunch With the Bunch
Fun, food, and friends for seniors every Monday from 10 AM until 1 PM. Transportation can be provided if needed for a small fee.
Phone: 604.870.3764

Meals on Wheels
Nutritious meals delivered five days a week to those who have difficulty shopping or preparing a meal. Hot and/or frozen meals are available.
Phone: 604.870.3764

Community Advocacy
Provides assistance with accessing community programs, services, resources, and the completion of forms.
Phone: 604.870.3763
Seniors Services

**Income Tax**
Trained volunteers assist with completion of Income Tax returns and questions.

Phone ................................................................. 604.870.3763

**Adult and Seniors Computer Classes**
Training is provided by a professional instructor in our computer lab using Windows 7 and Microsoft® Office programs.

Phone ................................................................. 604.870.3763

**Adult School Crossing Guards**
Adults patrolling school crosswalks ensure children’s safety while crossing the streets.

Phone ................................................................. 604.870.3763
Volunteering is not only a gift you give to others, it is a gift you give to yourself. Experience the joy of helping others by volunteering in any of our many programs.

We will match your skills, passions, and interests with our programs looking for people just like you.

- Are you a certified Dental Assistant?
- Do you enjoy teaching?
- Do you have a passion for young children?
- Do you like driving and spending time with seniors?

Phone: .................................................. 604.859.7681 Ext. 255

BECOME A MEMBER

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” – Margaret Mead

Members of Abbotsford Community Services are people who support the staff and volunteers working to help thousands of people in our community every year. In order to better serve our community, we value the diversity of all our members and encourage them to thoughtfully express their concerns and ideas.

As a member, you are entitled to:

- A vote at our Annual General Meeting
- Annual magazine
- A quarterly Enewsletter

To become a member, you must apply and be accepted by our Volunteer Board of Directors.

Phone: .................................................. 604.859.7681 Ext. 255
MAKE A DONATION
Many of our programs rely heavily on financial donations. As a registered charity (#10767 8195 RR0001) we provide charitable receipts for financial and gift in kind donations. Your local support can make a world of difference.

Giving is Easy

1 Donate Online
   Safe and securely through CanadaHelps.org. Visit our website and click on the Donate button.

2 Mail or Drop Off
   Cash or cheques to
   2420 Montrose Avenue
   Abbotsford, BC V2S 3S9

3 Electronic Funds Transfer
   To arrange automatic bank account withdrawals
   Phone................................................. 604.859.7681 Ext. 234

4 Phone
   VISA and MasterCard donations accepted
   Phone.................................................... 604.859.7681

Questions about your donation?
Phone.................................................... 604.859.7681 Ext. 204