

# Extreme Weather Response Community Plan Burnaby 2016-2017

## 1. Introduction

The Burnaby Extreme Weather Response (EWR) Plan sets the framework for creating temporary sheltering resources for homeless persons to prevent hardships due to extreme winter weather conditions within the municipality of Burnaby. Since November 2009, the Plan also authorizes the police, under The Assistance to Shelter Act, to transport to sheltering locations any person who is deemed at risk of or suffering physical harm because of their lack of shelter during an Extreme Weather Alert. The expected outcome of the EWR is to reduce the health and safety risks to homeless people related to exposure from extreme weather.

The Extreme Weather Response Work Group, a subcommittee of the Burnaby Task Force on Homelessness (The Society To End Homelessness in Burnaby), spearheads Burnaby's Extreme Weather Response and is responsible for its operation. Other communities in Metro Vancouver also have EWR Plans, and all are coordinated by the Greater Vancouver Shelter Strategy which provides support and planning assistance. BC Housing, since 2007, has provided support, including funding, for the operation of Extreme Weather Responses in BC. The community members involved in Burnaby's Extreme Weather Response represent a broad array of organizations and the community homeless table: The Burnaby Task Force on Homelessness.

For statistics on Burnaby's EWR over the years, please see <http://burnabyhomeless.org/burnaby-extreme-weather-response/>

## Extreme Weather Response Community Members

- Fatima Sunderji, Lookout Emergency Aid Society: EWR Co-Lead
- Pastor Norman Oldham, The Society To End Homelessness in Burnaby: EWR Co-Lead
- Troy Balderson, Lookout Emergency Aid Society, back up to Fatima & Sundays
- Dean Joseph, Lookout Emergency Aid Society: back up to Troy & Saturdays
- Rebecca Bell, Regional Extreme Weather Coordinator, Greater Vancouver Shelter Strategy
- Kevan Oxley, Greater Vancouver Shelter Strategy
- Norm DeVos, Burnaby Alliance Church
- Marianne Buesink, Westminster Bible Chapel
- Kathy Baugh, Westminster Bible Chapel
- Wanda Mulholland, The Society To End Homelessness in Burnaby
- Karen O'Shannacery, The Society To End Homelessness in Burnaby
- Carla Schuk, City of Burnaby
- Daisy Stapleton, BC Housing

## Community Organizations

- Lookout Emergency Aid Society
- Westminster Bible Chapel
- Burnaby Alliance Church
- City of Burnaby
- Progressive Housing Society
- The Society To End Homelessness in Burnaby (The Burnaby Task Force on Homelessness) & members
- RCMP – Southeast Office
- BC Housing

## **The Extreme Weather Response Plan**

The Extreme Weather Response Plan must meet the needs of a wide range of homeless people (e.g. men, women, youth, seniors and families) in the community and be flexible enough to deal with a varying number of people including individuals who may be coping with challenging issues such as disabilities, mental illness, addictions and other health issues. The sheltering site(s) will provide EWR regardless of ethno-cultural background, religious beliefs, gender identity and/or sexual orientation. The EWR will endeavour to house those with physical disabilities to the extent that it is safe for the individual. To meet these criteria, the following response has been developed.

### **1. Extreme Weather Alert – Weather Conditions**

Extreme Weather is defined as conditions deemed severe enough to present a substantial threat to the life and/or health of homeless persons such as any or combination of the following weather patterns:

- Temperatures at or below 0° Celsius; temperatures are not absolute and are flexible to other weather conditions;
- Wind chill that reduces the temperature to 0° Celsius;
- Snow accumulation;
- During times of extended rainfall that make it difficult or impossible for individuals to remain dry;
- Freezing rain and/or sleet;
- Severe wind and severe wind warning

### **2. Timeframe**

The Extreme Weather Response Program operates:

- Between October 15 and March 31;
- Intermittently opening as required by weather conditions;
- When alternate shelters within Vancouver and New Westminster are unable to meet the need

Should severe weather conditions occur outside of the above time frame, the EWR Alert team will discuss opening with the Regional Extreme Weather Coordinator and BC Housing.

### **3. Hours of Operation**

- Overnight operations, generally opening 12 to 14 hours per day, between 7:00 p.m. and 9:00 a.m.

### **4. Capacity**

- Primary Site - Westminster Bible Chapel, located at 7540-6<sup>th</sup> Street in Burnaby:
  - Ability to accommodate 27 individuals;
  - Within the lower basement hall area
- Alternate Site - Burnaby Alliance Church, located at 8611 Armstrong Avenue, Burnaby:
  - Ability to accommodate 20 individuals;
  - Utilized when the primary site is unavailable or has reached/exceeded the maximum accommodation

### **5. Activation Team**

The following individuals (or designated back-ups) will be available throughout the duration of the identified months of Extreme Weather Response operations to collaborate and determine when there is an identified need to activate an Extreme Weather Response Alert, ensuring that the sole determining factors include: anticipated need to ensure accessibility/availability to shelter and local weather reports.

- Fatima Sunderji, Lookout Emergency Aid Society

- Troy Balderson, Lookout Emergency Aid Society, (back up to Fatima)
  - Dean Joseph, Lookout Emergency Aid Society (back up to Troy)
- Pastor Norman Oldham, The Society To End Homelessness In Burnaby: EWR Work Group
  - Wanda Mulholland, The Society To End Homelessness in Burnaby (Back up to Norman)

During the EWR season, they, or their back-ups, must be available 7 days/week to call an alert.

## 6. Assistance to Shelter Act

Upon issuance of an Extreme Weather Response Alert, the Assistance to Shelter is activated throughout the duration of the alert, ensuring that members of the local law enforcement agencies' have the authority to assist/transport absolutely homeless individuals to local shelter(s).

## 7. Notifications

Following the unified decision to activate the Extreme Weather Alert, notifications will apply as follows to ensure awareness regarding the severity of impending weather patterns in the attempts to preserve the life and health of individuals who are living with homelessness:

- Lookout Emergency Aid Society, New Westminster - assumes full responsibility of the prompt and accurate distribution of alert notifications via the means of email communication(s) to the various Notification Lists;
- All parties from the pre-determined notification list will be alerted regarding the response;
  - Mandatory separate notifications must be made to: The Minister of Housing, BC Housing, and local law enforcement agencies and must follow the outlined and approved format provided by BC Housing.
- Individuals and organizations notified of an Alert will ensure that their respective staff and clientele are aware of all available resources;
- Organizations will ensure collaborative communication regarding the distribution of blankets, outerwear, and donated clothing to the homeless population, as available;
- Lookout Emergency Aid Society and Progressive Housing Society will direct Outreach services to provide services to homeless individuals within the community as schedule and availability dictate;
- The Extreme Weather Response Work Group ensures responsibility for diligently updating and maintaining the Notification Lists and providing same to Lookout;

## 8. Media Inquiries

Upon any EWR enquiry made by local media, working collaboratively, the following procedures are to be adhered to:

- Enquiries are to be directed to:
  - Fatima Sunderji, Lookout Emergency Aid Society (Burnaby EWR)
  - Wanda Mulholland, Burnaby Task Force On Homelessness (Burnaby Homelessness)
  - Regional Extreme Weather Coordinator, Rebecca Bell (regional EWR program)
- Notification of enquiry to:
  - Each of the above persons
  - BC Housing
  - **Westminster Bible Chapel/Burnaby Alliance Church**
- To respect the privacy of any homeless persons, the media will be restricted from the site whenever a homeless person is present. Media footage may include sheltering location, the setting up of the space, signage, donations, work done by staff and willing volunteers, and similar, non-intrusive activities.

## 9. Activation Response

Upon activation of an Extreme Weather Response Alert, responses include but are not limited to:

- Collaboration between Fatima Sunderji and Norman Oldham will determine activation;
- Lookout Emergency Aid Society will ensure all individuals identified within the Notification Lists are contacted no later than 1100hrs;
- That wherever possible required items will be stored/re-stocked within the host location(s) to ensure prompt service delivery;
- Appropriate referral and resources will be made available to all individuals accessing services;
- The Ministry of Children and Family Development will be immediately notified of the presence of youth under the age of nineteen (19) years of age who are requiring and/or requesting to utilize shelter services;
- The Shelter(s) will ensure service provision without discrimination, ensuring that:
  - Trained shelter staff will provide close monitoring and supervision of the space;
  - Men and women will be kept in separate spaces away from the opposite sex and that close supervision ensures no inappropriate access between the two spaces;
  - Attempts will be made to ensure couples are accommodated within the same space;
  - Belongings are stored securely;
  - Privacy and confidentiality are strictly observed
- Meal provisions will be provided with the support from community and faith groups to ensure: nightly meals, snacks, coffee and breakfast;
- A stock of emergency food supplies will be ensured to avoid disruption to meal provision;
- Where possible, Progressive Housing will provide additional support
  
- Lookout Emergency Aid Society will:
  - Ensure a total of two (2) Shelter Resource Worker(s) on a nightly basis;
  - Ensure the training and coordination of volunteers (through use of the GVSS Extreme Weather Response Committee as available), as well as keeping records of a detailed volunteer database;
  - Ensure an appropriate quantity of required essentials are supplied, including but not limited to: mats, blankets, pillows, first aid supplies, harm reduction supplies, health and safety requirements, cleaning supplies, hygiene supplies, food supplies, clothing, and administrative items for the purposes of data/information collection and reporting;
  - Provide bus tickets for critical appointments, shelter, housing and, as needed, to get to/from the sheltering place as determined by distance, mobility and weather conditions;
  - provide all transportation of goods and materials to and from the site location(s) as needed and/or required;
  
- The Society To End Homelessness in Burnaby will, through its Extreme Weather Work Group:
  - Ensure community space is available for the EWR sheltering space
  - Recruit volunteers to assist in Shelter operations including volunteer tasks such as:
    - Set up and take down of sleeping areas;
    - Daily cleaning and sanitizing of all areas;
    - Meal preparation, service and provision;
    - Clothing distribution;
    - Donation organization and distribution;
    - Supports to Shelter Staff as needed and/or required

- Update the Notification Lists annually and notify Lookout of changes it becomes aware of during the EWR season.
- Update the Extreme Weather Plan annually
- Conduct an annual review/debrief of the sheltering operation as part of the Metro Vancouver annual evaluation
- Keep the community informed of the outcomes of the EWR sheltering space

## **10. Collection of Information**

Data and information will be collected for the use of statistical purposes and aggregate reporting to the Extreme Weather Work Group and Burnaby Task Force on Homelessness and funder:

- All personal information will be treated as confidential;
- Information and data collection will include:
  - Individual – Name (where possible), Age, Gender, Ethnicity, Home Community, City of Origin, Length of Homelessness;
  - Shelter – number of individual served, number of nights open
  - Volunteers – Name, Contact Information, Number of Hours Served per night
  - Additional – Critical Incidents, Turnaways, success stories
- Nightly occupancy reports shall be supplied by 1100hrs each day directly following any night open;
- Invoicing shall be submitted to BC Housing on the 2<sup>nd</sup> and 17<sup>th</sup> of each month;
- All non-identifying information and data collection will be shared with:
  - Members of the Burnaby Extreme Weather Response Work Group
  - Burnaby Task Force On Homelessness
  - BC Housing
  - Greater Vancouver Shelter Strategy

## **11. Deactivation**

Upon sufficient evidence to the Activation Team that the weather no longer represents a substantial threat to the health and safety of homeless people in Burnaby, the Extreme Weather Alert will be deactivated.

- All individuals utilizing Extreme Weather Shelter services will be notified of the deactivation:
- Lookout Emergency Aid Society will be responsible to distribute the deactivation notice utilizing the same Notification process;
- Lookout Emergency Aid Society will post closure notices on the EWR doors.

### 13. Notification List

Organization	Name	Email Address
EWR Co-Lead (The Society To End Homelessness)	Norman Oldham	<a href="mailto:revnorm@vcn.bc.ca">revnorm@vcn.bc.ca</a>
Lookout Emergency Aid Society	Fatima Sunderji (EWR Co-Lead) M - F	<a href="mailto:nwmanager@lookoutsociety.ca">nwmanager@lookoutsociety.ca</a>
	Troy Balderson (back up to Fatima) & Sundays	<a href="mailto:nwcoord@lookoutsociety.ca">nwcoord@lookoutsociety.ca</a>
	Dean Joseph (back up to Troy) & Saturdays	<a href="mailto:deanj@lookoutsociety.ca">deanj@lookoutsociety.ca</a>
	Lookout On-Call Manager - back up weekends & holidays	no email
	Al Mitchell Shelter	<a href="mailto:dtshelter@lookoutsociety.ca">dtshelter@lookoutsociety.ca</a>
	Chona Villanueva	<a href="mailto:chonav@lookoutsociety.ca">chonav@lookoutsociety.ca</a>
	Downtown Outreach	<a href="mailto:orshelter@lookoutsociety.ca">orshelter@lookoutsociety.ca</a>
	Gateway Shelter	<a href="mailto:lindaf@lookoutsociety.ca">lindaf@lookoutsociety.ca</a>
	Kulbir Gillan	<a href="mailto:acctclerk1@lookoutsociety.ca">acctclerk1@lookoutsociety.ca</a>
	Leonard Levy	<a href="mailto:leonardl@lookoutsociety.ca">leonardl@lookoutsociety.ca</a>
	Lucie Vallieres	<a href="mailto:surrey.adminassist@lookoutsociety.ca">surrey.adminassist@lookoutsociety.ca</a>
	Mona Stojanovic	<a href="mailto:monas@lookoutsociety.ca">monas@lookoutsociety.ca</a>
	New Westminster Shelter	<a href="mailto:lookoutnewwest@lookoutsociety.ca">lookoutnewwest@lookoutsociety.ca</a>
	North Shore Shelter	<a href="mailto:nsshelter@lookoutsociety.ca">nsshelter@lookoutsociety.ca</a>
	Outreach Surrey	<a href="mailto:surreyoutreach1@lookoutsociety.ca">surreyoutreach1@lookoutsociety.ca</a>
	Rachel Jecks	<a href="mailto:admincoord@lookoutsociety.ca">admincoord@lookoutsociety.ca</a>
	Shayne Williams, ED	<a href="mailto:shaynew@lookoutsociety.ca">shaynew@lookoutsociety.ca</a>
	Srishta Gir	<a href="mailto:srish@lookoutsociety.ca">srish@lookoutsociety.ca</a>
	Dave Brown (Surrey Comm Serv Mgr)	<a href="mailto:daveb@lookoutsociety.ca">daveb@lookoutsociety.ca</a>
	Yukon Outreach	<a href="mailto:yukonoutreach@lookoutsociety.ca">yukonoutreach@lookoutsociety.ca</a>
Yukon Shelter	<a href="mailto:yukonshelter@lookoutsociety.ca">yukonshelter@lookoutsociety.ca</a>	
Burnaby Alliance Church	Office	<a href="mailto:office@burnabyalliancechurch.org">office@burnabyalliancechurch.org</a>
	Ingrid DeVos	<a href="mailto:ingrid_norm@hotmail.com">ingrid_norm@hotmail.com</a>
	Norm DeVos	<a href="mailto:njdevos@hotmail.ca">njdevos@hotmail.ca</a>
Westminster Bible Chapel	Ashley (custodian)	<a href="mailto:ashleyxliu@yahoo.ca">ashleyxliu@yahoo.ca</a>
	Brian Thompson (Pastor)	<a href="mailto:brian@wbchapel.com">brian@wbchapel.com</a>
	Church office ( Betty Fung)	<a href="mailto:info@wbchapel.com">info@wbchapel.com</a>
	Gert Kriel (Elder)	<a href="mailto:gert@wbchapel.com">gert@wbchapel.com</a>
	Kathy Baugh	<a href="mailto:nkbaugh@telus.net">nkbaugh@telus.net</a>
	Marianne Buesink	<a href="mailto:marianne@buepoint.com">marianne@buepoint.com</a>
	Norm Baugh (back up)	<a href="mailto:normbaugh@telus.net">normbaugh@telus.net</a>
	Randall Martin (Elder)	<a href="mailto:randall@wbchapel.com">randall@wbchapel.com</a>
	Stan Wong (Elder)	<a href="mailto:stan@wbchapel.com">stan@wbchapel.com</a>
Wayne Fung (youth)	<a href="mailto:wayne@wbchapel.com">wayne@wbchapel.com</a>	
Progressive Housing Society	Anita Stocker	<a href="mailto:astocker@progressivehousing.net">astocker@progressivehousing.net</a>
	Ashley Glover	<a href="mailto:aglover@progressivehousing.net">aglover@progressivehousing.net</a>
	Hya Tabrilla	<a href="mailto:htabrilla@progressivehousing.net">htabrilla@progressivehousing.net</a>
	Jaye Treit	<a href="mailto:jaye@progressivehousing.net">jaye@progressivehousing.net</a>
	Josh Massey	<a href="mailto:jmassey@progressivehousing.net">jmassey@progressivehousing.net</a>
	Linda Kingston	<a href="mailto:lkingston@progressivehousing.net">lkingston@progressivehousing.net</a>
	Marilyn Salling	<a href="mailto:msalling@progressivehousing.net">msalling@progressivehousing.net</a>
	Steven Elliot	<a href="mailto:selliot@progressivehousing.net">selliot@progressivehousing.net</a>
William Oksanen	<a href="mailto:woksanen@progressivehousing.net">woksanen@progressivehousing.net</a>	
Burnaby & Burnaby Task Force on Homelessness	Wanda Mulholland	<a href="mailto:info.burnabyhomeless@gmail.com">info.burnabyhomeless@gmail.com</a>
Greater Vancouver Shelter Strategy	Rebecca Bell (EWR Coordinator)	<a href="mailto:rebecca@gvss.ca">rebecca@gvss.ca</a>

Organization	Name	Email Address
EWR Member (GVSS)	Kevan Oxley	<a href="mailto:oxleykevan@hotmail.com">oxleykevan@hotmail.com</a>
St. Francis de Sales Parish	Office (Lynn)	<a href="mailto:office@sfd.ca">office@sfd.ca</a>
	Parish	<a href="mailto:parish.sfd@rcav.org">parish.sfd@rcav.org</a>
South Burnaby United Church	Rev. Jay Olson	<a href="mailto:minister.jay.olson@gmail.com">minister.jay.olson@gmail.com</a>
	Kathy Prasad	<a href="mailto:office@sbuc.ca">office@sbuc.ca</a>
Willingdon Church	Church office	<a href="mailto:office@willingdon.org">office@willingdon.org</a>
West Burnaby United Church	Rev. Graham Brownmiller	<a href="mailto:minister@wbuc.ca">minister@wbuc.ca</a>
Southside Community Church	Cam Roxburgh	<a href="mailto:cam@southside.ca">cam@southside.ca</a>
St. Timothy Anglican Church	Rev. Stephanie Shepard	<a href="mailto:rector@sainttimothy.ca">rector@sainttimothy.ca</a>
	office	<a href="mailto:office@sainttimothy.ca">office@sainttimothy.ca</a>
New Life Community Church	Terri Bowe	<a href="mailto:newlifeburnaby@yahoo.com">newlifeburnaby@yahoo.com</a>
Salvation Army - Cariboo Hill Temple Monday	Admin Assistant	<a href="mailto:cht@cariboohill.ca">cht@cariboohill.ca</a>
	Sharon Tidd	<a href="mailto:Sharon_Tidd@can.salvationarmy.org">Sharon_Tidd@can.salvationarmy.org</a>
Metropolis Security	Glen de la Rambelje	<a href="mailto:gdelarambelje@ivanhoecambridge.com">gdelarambelje@ivanhoecambridge.com</a>
Fraser Health Authority - Medical Health Officer Burnaby/New Westminster	Dr. Lisa Mu	<a href="mailto:lisa.mu@fraserhealth.ca">lisa.mu@fraserhealth.ca</a>
Fraser Health - Burnaby General Hospital	Emergency Room Social Worker	(Mon. to Fri. daytime only)
	Emergency Dept unit clerk	604-434-4211 ask for Emerg unit clerk
Fraser Health Mental Health Services	Dan Land	<a href="mailto:dan.land@fraserhealth.ca">dan.land@fraserhealth.ca</a>
	Pam Vikram	<a href="mailto:pamvikram@fraserhealth.ca">pamvikram@fraserhealth.ca</a>
	Sharon Mueller	<a href="mailto:sharonmueller@fraserhealth.ca">sharonmueller@fraserhealth.ca</a>
	Todd Bass (coordinator)	<a href="mailto:todd.bass@fraserhealth.ca">todd.bass@fraserhealth.ca</a>
Fraser Health	Gisele Sundmark	<a href="mailto:Gisele.Sundmark@fraserhealth.ca">Gisele.Sundmark@fraserhealth.ca</a>
	Greg Sault	<a href="mailto:gregory.sault@fraserhealth.ca">gregory.sault@fraserhealth.ca</a>
B.C. Ambulance Service	Vanc Area Dir Superintendent Bob Alexander	
	Charge Dispatcher	
City of Burnaby - City Hall	Info Desk	
City of Burnaby Planning	Carla Schuk Social Planner	<a href="mailto:carla.schuk@burnaby.ca">carla.schuk@burnaby.ca</a>
	Sharie Arrotta	<a href="mailto:sharie.arrotta@burnaby.ca">sharie.arrotta@burnaby.ca</a>
	Sherri Aldis	<a href="mailto:sherri.aldis@burnaby.ca">sherri.aldis@burnaby.ca</a>
City of Burnaby Parks and Recreation	Cindy Chang	<a href="mailto:Cindy.Chang@burnaby.ca">Cindy.Chang@burnaby.ca</a>
	Dave Fletcher	<a href="mailto:dave.fletcher@burnaby.ca">dave.fletcher@burnaby.ca</a>
	Donna Savoie	<a href="mailto:Donna.Savoie@burnaby.ca">Donna.Savoie@burnaby.ca</a>
	Kathy Evers	<a href="mailto:kathy.evers@burnaby.ca">kathy.evers@burnaby.ca</a>
	Laurie Woolley	<a href="mailto:laurie.woolley@burnaby.ca">laurie.woolley@burnaby.ca</a>
	Louise Rusch	<a href="mailto:louise.rusch@burnaby.ca">louise.rusch@burnaby.ca</a>
	Monica Wood	<a href="mailto:monica.wood@burnaby.ca">monica.wood@burnaby.ca</a>
	Tajinder Janzen	<a href="mailto:tajinder.janzen@burnaby.ca">tajinder.janzen@burnaby.ca</a>
	Tom Kurucz	<a href="mailto:tom.kurucz@burnaby.ca">tom.kurucz@burnaby.ca</a>
	Jack Jirr - Park Patrol	<a href="mailto:jack.jirr@burnaby.ca">jack.jirr@burnaby.ca</a>
	Main Office	no email
Late Night Security	no email	
MLA	Jane Shin - Bby Lougheed (closed Mon)	<a href="mailto:jane.shinmla@leg.bc.ca">jane.shinmla@leg.bc.ca</a>
	Kathy Corrigan/Cate Jones Exec Asst	<a href="mailto:kathy.corrigan.mla@leg.bc.ca">kathy.corrigan.mla@leg.bc.ca</a>
	Richard Lee/Gary Begin Exec Asst	<a href="mailto:RobertGary.Begin@leg.bc.ca">RobertGary.Begin@leg.bc.ca</a>
	Raj Chouhan - Bby Edmonds	<a href="mailto:rajchouhan.mla@leg.bc.ca">rajchouhan.mla@leg.bc.ca</a>
MP	Peter Julian (closed Mon)	<a href="mailto:peter.julian.c1@parl.gc.ca">peter.julian.c1@parl.gc.ca</a>
	Kennedy Stewart (closed Mon)	<a href="mailto:kennedystewart.ndp.ca">kennedystewart.ndp.ca</a>
	Terry Beech	<a href="mailto:tbeech.liberal.ca">tbeech.liberal.ca</a>

Organization	Name	Email Address
City of Burnaby Library	Bob Prittie Lib 9 - 9 pm (no phone serv Sun)	by phone
	Cameron Branch (10 am - 9 pm)	
	Tommy Douglas Br (10 am - 9 pm)	
	McGill Branch (10 am - 9 pm)	
	Deb Thomas Acting Chief Librarian	
		<a href="mailto:Deborah.Thomas@bpl.bc.ca">Deborah.Thomas@bpl.bc.ca</a>
		<a href="mailto:ERef@bpl.bc.ca">ERef@bpl.bc.ca</a>
City of Burnaby Emergency Planning	Belinda Hung, Supervisor Emergency	<a href="mailto:Belinda.Hung@burnaby.ca">Belinda.Hung@burnaby.ca</a>
	Social Services Coordinator	by phone
	Allison Sanderson	<a href="mailto:allison.sanderson@burnaby.ca">allison.sanderson@burnaby.ca</a>
	Engineering Dispatch	<a href="mailto:engineering_dispatch@burnaby.ca">engineering_dispatch@burnaby.ca</a>
		<a href="mailto:ESS@burnaby.ca">ESS@burnaby.ca</a>
	Charmaine Pflugrath	<a href="mailto:charmaigne.pflugrath@burnaby.ca">charmaigne.pflugrath@burnaby.ca</a>
City of Burnaby RCMP Emergency Services	Diane Lumley	<a href="mailto:diane.lumley@rcmp-grc.gc.ca">diane.lumley@rcmp-grc.gc.ca</a>
RCMP - Federal (notifies Burnaby re Act)	RCMP "E" HQ OCC	<a href="mailto:EDIV_FEDERAL_OCC@rcmp-grc.gc.ca">EDIV_FEDERAL_OCC@rcmp-grc.gc.ca</a>
Burnaby RCMP	Switchboard – by fax	<b>F: 604-570-3652</b>
		<a href="mailto:Burnaby_OCC_External_Mail@rcmp-grc.gc.ca">Burnaby_OCC_External_Mail@rcmp-grc.gc.ca</a>
	Sergeant Steven Eagles (Acting Community Officer fr Communications)	<a href="mailto:steven.eagles@rcmp-grc.gc.ca">steven.eagles@rcmp-grc.gc.ca</a>
	Sergeant Mark Humeny	<a href="mailto:mark.humeny@rcmp-grc.gc.ca">mark.humeny@rcmp-grc.gc.ca</a>
	Ester Van Horne (Exec Asst to Chief)	by phone
	John Neilson (front counter supervisor)	<a href="mailto:john.neilson@rcmp-grc.gc.ca">john.neilson@rcmp-grc.gc.ca</a>
	Superintendent Randy Marquardt	by phone
Chief Superintendent Stephan Drolet	by phone	
Community Police Offices (RCMP)	CPO - NW - District 1 Brentwood	no email - Carla Schuk (City Planner) will distribute to CPO's
	CPO - NE - District 2 Burnaby Mtn	
	CPO - SE - District 3	
	CPO - SW - District 4	
City of Burnaby Fire Department	Various offices	no email - Carla Schuk (City Planner) will distribute
BC Housing	Dominic Flanagan	<a href="mailto:dflanagan@bchousing.org">dflanagan@bchousing.org</a>
	Bruk Melles	<a href="mailto:bmelles@bchousing.org">bmelles@bchousing.org</a>
	Homelessness Services	<a href="mailto:HomelessnessServices@bchousing.org">HomelessnessServices@bchousing.org</a>
	Daisy Stapleton	<a href="mailto:dstaplet@bchousing.org">dstaplet@bchousing.org</a>
	Communications	<a href="mailto:CommsEWR@bchousing.org">CommsEWR@bchousing.org</a>
	Shayne Ramsay, CEO	<a href="mailto:bhceo@bchousing.org">bhceo@bchousing.org</a>
Government of BC - EWR	EWR	<a href="mailto:weatheralert@gov.bc.ca">weatheralert@gov.bc.ca</a>
	Darren Harbord	<a href="mailto:Darren.Harbord@gov.bc.ca">Darren.Harbord@gov.bc.ca</a>
	Paul Woolley	<a href="mailto:Paul.Woolley@gov.bc.ca">Paul.Woolley@gov.bc.ca</a>
	Randy Hansen	<a href="mailto:randy.hansen@gov.bc.ca">randy.hansen@gov.bc.ca</a>
Ministry of Social Development & Social Innovation	Rosanna Armeni	<a href="mailto:rosanna.armeni@gov.bc.ca">rosanna.armeni@gov.bc.ca</a>
	Burnaby Metro Pointe Office	<b>F: 1 855 771 8738</b>
	Jennifer Sullivan-Langner	<a href="mailto:Jennifer.sullivanlangner@gov.bc.ca">Jennifer.sullivanlangner@gov.bc.ca</a>
TransLink Police	Dispatch (daytime only)	by phone
	Watch Commander	
Mayor's office	Elaine Wong	<a href="mailto:mayor@burnaby.ca">mayor@burnaby.ca</a>
Greater Vancouver Food Bank	office	<a href="mailto:deposits@foodbank.bc.ca">deposits@foodbank.bc.ca</a>
Lotus Light Charity Society	Ada	<a href="mailto:rainbowvilla@hotmail.com">rainbowvilla@hotmail.com</a>
Union Gospel Mission	Vallen Mah	<a href="mailto:vmah@ugm.ca">vmah@ugm.ca</a>
MCFD	Afterhours	1-800-663-9122
BC 211 Help Line	Help Line	<a href="mailto:info@bc211.ca">info@bc211.ca</a>
Burnaby Hospice Society	Bruce Kirk	<a href="mailto:bkirk@burnabyhospice.org">bkirk@burnabyhospice.org</a>
Burnaby Neighbourhood House	office	<a href="mailto:info@burnabynh.ca">info@burnabynh.ca</a>
Burnaby North Road BIA	Carolyn Orazeti	<a href="mailto:info@burnabynorthroadbia.ca">info@burnabynorthroadbia.ca</a>



Organization	Name	Email Address
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The Society To End Homelessness in	Douglas	
The Society To End Homelessness in	Karen O'Shannacery	<a href="mailto:homehelp1@telus.net">homehelp1@telus.net</a>
The Society To End Homelessness in	Marina Ma	<a href="mailto:marinama03@gmail.com">marinama03@gmail.com</a>
The Society To End Homelessness in	Nadine Loewen	<a href="mailto:nloewen4@shaw.ca">nloewen4@shaw.ca</a>
The Society To End Homelessness in	Paresh Desai	<a href="mailto:paresh_1966@hotmail.com">paresh_1966@hotmail.com</a>
The Society To End Homelessness in	Pastor Norman Oldham (Co-Lead EWR)	<a href="mailto:revnorm@vcn.bc.ca">revnorm@vcn.bc.ca</a>
The Society To End Homelessness in	Robert Wilmot	<a href="mailto:rwilmot@shaw.ca">rwilmot@shaw.ca</a>
The Society To End Homelessness in	Tazul Ali	<a href="mailto:tazul.ali@telus.net">tazul.ali@telus.net</a>
Burnaby	Kathy Hartwig	<a href="mailto:kathy.hartwig@rcmp-grc.gc.ca">kathy.hartwig@rcmp-grc.gc.ca</a>
Burnaby Community Services	MJ Buck	<a href="mailto:mj@bbysservices.ca">mj@bbysservices.ca</a> ; <a href="mailto:iammjbuck@gmail.com">iammjbuck@gmail.com</a>
	Stephen D'Sousa	<a href="mailto:stephen@bbysservices.ca">stephen@bbysservices.ca</a>
Elizabeth Fry Society	office	<a href="mailto:info@elizabethfry.com">info@elizabethfry.com</a>
	Bonnie Moriarity	<a href="mailto:Bonnie.Moriarty@elizabethfry.com">Bonnie.Moriarty@elizabethfry.com</a>
Volunteer	Jim McQueen	<a href="mailto:jjimlin@shaw.ca">jjimlin@shaw.ca</a>
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Provincial Government	Bob H. Alexander	<a href="mailto:bob.h.Alexander@gov.bc.ca">bob.h.Alexander@gov.bc.ca</a>