

RICHMOND COMMUNITY INFORMATION

During COVID
2020-2021

Revised June 1, 2021

Collated by

**Richmond Homeless Connect
Serving Richmond since 2009**

Lead agency: Richmond Poverty Reduction Coalition (RPRC)

Richmond Serving Agencies

FREE MEALS IN RICHMOND

St Albans Anglican Church
7260 St. Albans Rd.
Richmond

Tuesday Dinner 5:30-6:30pm
Free takeout meals

Friday Lunch 11:30am – 12:30pm
Free bag lunch

Church On Five
10200 No. 5 Rd.
Richmond

Wednesday and Thursday Dinner 6pm
Free takeout meals

Turning Point OARS Outreach
7000 Minoru Blvd.
Brighthouse Park
Richmond

Monday through Thursday Lunch 12pm-1pm
Free bag lunch

Richmond Food Bank Society Covid Response

Main Office:

#100-5800 Cedarbridge Way

604-271-5609

Email: info@richmondfoodbank.org

Website: <https://richmondfoodbank.org/get-help-our-services-and-covid-19-response/>

Choose one of the options below to collect pre-packed hampers once per week.

Cedarbridge Location (Main Office)

- Monday – Thursday and Saturdays 10am – 3pm

West Richmond Express Food Hub

4011 Francis Road (Parking lot off of Francis Rd, across from Petro-Can)

- Mondays, 3:30pm – 5pm
- Drive-through grocery assistance
- Walk-ins welcome

Daniels Road Depot

11571 Daniels Rd. (Peace Mennonite Church)

- Tuesdays 3:30pm – 5pm

Express Hamper Pickup (Main Office)

- Express Line;
- Mondays – Thursdays and Saturdays 10am – 3pm OR,
- Register online or by phone by Wednesday 3pm for pickup on Friday
- 11am – 2pm

****How to Pick Up**

- New clients please bring ID
- Register online ahead of time if possible
- Everyone must bring a recent piece of mail and shopping bags.

Deliveries

Need food and can't leave home? Call us at the head office for information on your options.

RICHMOND SERVING AGENCIES (alphabetical)

BC211 - <http://www.bc211.ca>

Phone: 211

BC211 is a British Columbia, non-profit organization that provides a free, confidential, multilingual service that links people to resources for help, where and when they need it.

They provide information about and referral to a broad range of programs and services, including:

- Basic needs like food and shelter
 - Mental health and addictions support
 - Legal and financial assistance
 - Support for seniors, and much more
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Chimo – Appointment only

Office Hours: 9am – 4:30pm Limited

Telephone: 604-279-7077

Website: <http://www.chimoservices.com>

Crisis Line: 604-279-7070 8am – midnight seven days a week

In addition to our direct lines, our Crisis Line is part of two provincial networks: 1800SUICIDE (1-800-784-2433) and 310Mental Health Support (310-6789, do not add 604, 778 or 250 before the number). Both are available 24 hours a day.

Nova House: 604-279-7077

Nova House Crisis Line: 604-270-4911

Nova House provides safe shelter, information, emotional support, practical assistance, education, and advocacy for women and their children who are fleeing violence at home.

Appointments available over the phone for:

Outreach and Advocacy

Responds to a range of issues including immigration, income assistance, pensions, housing, disabilities, mental health and family violence. Provides support, information and connection to community resources.

Counseling

Family law advocate

Income Tax volunteer available three hours per week.

Chimo Rent Bank:

604-279-7170

Website: www.richmondrentalconnect.ca/for-tenants/seniors-rent-bank

Richmond Serving Agencies

Offers short term rental assistance to people ages 55 and older who are at risk of eviction or essential utility disconnection due to temporary shortage of funds or financial crisis. Assistance may also be available for a damage or pet deposit if the person is homeless or living in unsafe or unsuitable housing.

Call ahead to arrange interpretation in Mandarin, Cantonese and Punjabi.

City of Richmond

6911 No. 3 Road

604-276-4000

TDD: 604-276-4311

Website: <https://www.richmond.ca>

The City of Richmond offers a wide range of COVID friendly programs on-line and outside classes – Zumba, yoga, chair fitness and many more. Go to <https://www.richmond.ca/parksrec/about/registration.htm> to register.

The City of Richmond Newcomers Guide

Website:

<https://www.richmond.ca/services/communitysocialdev/inclusion/newcomersguide.htm>

- This guide has information to help newcomers learn more about their new community and the services available to help them settle into life in Richmond.
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Connections Community Services Society Formerly Richmond Youth Service Agency

#110 - 5751 Cedarbridge Way

Richmond, BC V6X 2A8

Telephone: 604-271-7600

Website: info@ccssociety.ca

Offers a number of services and programs in Richmond including:

- counseling for children and youth in partnership with the Richmond School District and Richmond Health Services,
 - the only youth centre in Richmond, and after school programs,
 - volunteer and leadership opportunities, fun activities and recreation,
 - special events and celebrations, cultural awareness activities,
 - health and wellness supports,
 - an Aboriginal Centre that supports the needs of local Aboriginal children, youth and families
 - programs for specialized groups such as new immigrants, seniors and older workers.
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**Dental Services for low income
VCH Richmond Public Health Dental Program**

8100 Granville Ave.

604-233-3104

Website: http://www.vch.ca/locations-services?search_term=dental

- Provides no cost oral screening, counselling and fluoride treatment for 0 – 5 years old who are not able to go to a private dental office
- Arranges free dental checkups and/or treatment at the UBC Faculty of Dentistry for children up to the age of 12 years who do not have dental insurance.
- Helps eligible families access Healthy Kids Benefit and various funds for dental treatment.
- Has a list of which dental offices take Healthy Kids and see one-year olds as per the Canadian Dental Association.

Dental Resources for Adults:

Free Dental Clinic – UBC Dental students in partnership with Richmond Health Services and local dentists provide free basic dental treatment two to four times per year. Applications are through the VCH-Richmond Public Health Dental Program and Community Partners. Clients are screened to see if they have the type of treatment that can be done prior to this clinic. Those with complex needs are given information on alternate resources, usually the UBC School of Dentistry itself.

Family Services Richmond (Phone or video only during Covid)

7000 Minoru Blvd.

604-279-7100

Email: counseling@fsgv.ca

Fee based and subsidized counselling as well as specialized trauma programs by referral.

Foundry Richmond (by appointment only during COVID)

Offering virtual services

115-8100 Granville Ave.

604-674-0550

Website: <https://foundrybc.ca/richmond>

Email: info@foundryrichmond.ca

Offers services to young people ages 12-24 to access:

Free and confidential virtual drop-in counselling sessions by voice, video and chat to young people and their caregivers. To access this service call 1-F0undry(with a zero) or -933-308-6379 to book an appointment.

Visit foundrybc.ca/virtual for up-to-date hours of operation and service details.

Ministry of Child and Family Development (MCFD)

5840 Cedarbridge Way

604-207-2511

Website: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development>

The Ministry of Children and Family Development's primary focus is to support all children and youth in British Columbia to live in safe, healthy and nurturing families and be strongly connected to their communities and culture. The Ministry is also responsible for developing universal, affordable, accessible, quality and inclusive child care. The Ministry supports the well-being of children, youth and families in British Columbia by providing services that are accessible, inclusive, and culturally respectful.

Ministry of Mental Health and Addictions

Website: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/mental-health-addictions>

The Ministry of Mental Health and Addictions was created in 2017 to build a seamless, coordinated network of mental health and addictions services that works for everyone in B.C., as well as lead the response to the overdose crisis.

- **In Crisis? Call 9-1-1 for immediate emergency help.**
Get immediate support for a mental health issue from a list of telephone support services including the [Crisis Centre](#), [Kids Help Phone](#), [Youth in B.C. Chat](#), and [Health Link](#).
- Find information on the risks and signs of an overdose, how to respond to an overdose and where to find naloxone. [Know the Risks and Signs of an Overdose](#)
- [Child Care for Essential Workers during COVID-19](#)
Essential workers can now fill out a request form to identify their need for urgent child care.
- [MAP](#): Mental Health and Substance Use Services in B.C.
An interactive map of mental health and substance use services throughout B.C.

Ministry of Social Development and Poverty Reduction

220-7577 Elmbridge Way

1-866-866-0800

Website: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction>

- [Income Assistance](#)
Apply for B.C. Employment and Assistance (BCEA).

Cont...Ministry of Social Development and Poverty Reduction

[Disability Assistance](#)

Apply for Persons with Disabilities Assistance.

- [My Self Serve](#)
Secure online access to income and disability assistance programs and services in B.C.
- [WorkBC](#)
Committed to help British Columbians successfully navigate B.C.'s labour market.
- [Bus Pass](#)
A reduced cost, annual bus pass for low-income seniors and individuals receiving disability assistance.
- [COVID-19 Support for People with Disabilities](#)
Cross-government support.
- [COVID-19 Support for Income and Disability Assistance](#)
New emergency support measures.
- [B.C. Poverty Reduction](#)
Learn more about the Poverty Reduction Strategy.
- [Payment Dates](#)
The current schedule for income and disability assistance payment dates.
- [Supports and Services for People with Disabilities](#)
Resources and services for people with disabilities from ministries across government.
- [Accessibility Secretariat](#)
Providing people of all abilities with the opportunity to live full, inclusive lives.
- [Single Parent Employment Initiative](#)
Help for eligible single parents receiving income and disability assistance to secure sustainable employment.
- [BC Employment Assistance Policy and Procedure Manual](#)
Access detailed employment and assistance information and legislation.

Pacific Autism Family Network (PAFN)

3688 Cessna Drive

604-207-1980

Website: <http://pacificautismfamily.com>

Email: info@pacificautismfamily.com

The PAFN supports individuals with Autism Spectrum Disorder and their families. PAFN operates the GoodLife Fitness Family Autism Hub, a "one-stop-shop" for families looking for support and services, including school programs, employment and assessments.

Pathways Clubhouse

Richmond Serving Agencies

8111 Granville Ave.
3rd and 4th floor
604-276-8834

Website: <https://pathwaysclubhouse.com>

Open for members by appointment, following health and safety guidelines. Please call to book an appointment.

Pathways Clubhouse is a Clubhouse Model program, accredited by Clubhouse International. Our Clubhouse offers hope, encouragement and opportunities to people who live with mental illness. Pathways Clubhouse helps members recover from mental illness and rebuild their lives through a supportive environment that focuses on each person's strengths and talents, rather than illness. We work together as a group and create opportunities for members to advance their education, gain employment, have a place to live, connect with their families, make new friends, and create multiple successes.

Richmond Addiction Services Society - Open

105-8080 Anderson Rd.
Richmond BC
604-270-9220

Booked Appointments Only

Website: <https://www.richmondaddictions.ca>

If you are struggling with substance use or misuse or having difficulty with gambling or another addictive behaviour you have come to the right place. Richmond Addiction Services offers support and counselling for you and your loved one. Setting up a counselling planning session is really simple, just call 604-270-9220 - or send us an Email and one of our counsellors will call you back within 24 hours during business days.

Service starts with an initial phone call to 604-270-9220. Our staff will gather information to determine which of our services are appropriate, or if a referral to detox, residential treatment, recovery and/or other community resources is necessary.

Richmond Cares Richmond Gives

Office Hours:

Telephone: 604-279-7020

Website: <http://www.rcrg.org/https://rcrg.org/WhatWeDo/RCRGPrograms>

Community Services Directory - <https://rcrg.org/CommunityServicesDirectory>

This directory has comprehensive local listing of Richmond services and supports.

Seniors Community Support Services

<https://rcrg.org/WhatWeDo/RCRGPrograms/seniors-community-support-services>

Cont...Richmond Cares Richmond Gives

Richmond Serving Agencies

- Caregivers' online workshops
- Virtual Friendly chats
- Grocery Shopping and Delivery
- Prepared Frozen Meals
- Prescription Pickup and Delivery
- Senior Peer Counselling
- Light Housekeeping
- Seniors Information and Referral
- Family & Friend Caregiver Hub

There are many supports offered through RCRG. For a complete list of their services and events calendar go to their website.

Richmond Community Living BC

230-5611 Cooney Road

604-660-2100

<https://www.communitylivingbc.ca/venue/richmond-clbc-office/>

Coordinates services for adults with developmental disabilities, for adults with significant limitations I adaptive functioning.

Richmond Chinese Community Society

205-8271 Westminster Hwy

Richmond, BC

604-270-7222

Website: <http://www.rccs.ca>

Provides a variety of services and programs to the community, such as Fitness Dance, Ballroom Dance, Tai Chi and Yuanji classes, Karaoke Singing, Yoga, Chinese Brush Painting, Calligraphy, and Belly Dance, etc. Services are available in Cantonese, Mandarin and English.

Richmond Family Place – Open-limited

Hours: Monday – Saturday 9am – 4:30pm

8660 Ash Street

Richmond, BC

Telephone: 604-278-4336

Website: <http://www.richmondfamilyplace.ca>

Call to pre-register for small outdoor events.

Richmond Family Place offers a safe and welcoming environment to all families by providing programming that supports children in reaching their full potential.

Cont...Richmond Family Place

Richmond Serving Agencies

Promoting family navigation through relationships, staff members orient families in their day-to-day family life, providing support where resiliency and capacity are built through connections, promoting community belonging based on respect and inclusion, supporting families to create a social support system.

Richmond Division of Family Practice

Website: <https://divisionsbc.ca/richmond>

The RDFP, with its community partners, have created a series of resources for you and your family to access the right services to assist with the management of chronic conditions and compliment the work of General Practitioners in Richmond.

<https://divisionsbc.ca/richmond/our-impact/primary-care-networks>

Richmond Attachment Program. A centralized waitlist is now available to current residents of Richmond who are seeking a family physician or nurse practitioner.

Join the waitlist at:

<https://divisionsbc.ca/richmond/our-impact/richmond-attachment-program-rap>

Richmond Public Library – Open, limited

Please call [604-231-6404](tel:604-231-6404) for library card and account questions.

Please call [604-231-6413](tel:604-231-6413) or [email us](#) for Information Services.

Please call [778-837-6896](tel:778-837-6896) for 1-on-1 help from a librarian

Website: <https://www.yourlibrary.ca>

Quick Drop-in Service at all branches. Customers may now visit any Richmond Public Library branch Monday to Friday, from 10:00am to 4:00pm and the Brighthouse and Steveston branches on Saturdays from 10:00am to 2:00pm to pick up holds, check out books and receive help from library staff. Capacity limits are in effect and the line-up to enter the library will close by 3:45pm (by 1:45pm on Saturdays). To view available services, visit <https://www.yourlibrary.ca/limited-service/>.

NEW External Book Returns at all Branches. Brighthouse and Steveston book returns are open Monday to Friday from 9:00am to 4:00pm daily and Saturdays from 9:00am to 2:00pm. Ironwood and Cambie book returns are open Monday at 9:00am until Friday at 4:00pm.

There is no internal access to book returns at any branch. Due to the volume of returns, and required quarantining of materials (72 hours), it may take several days for items to be cleared from your account. We want to assure you that no late fines will be charged regardless of due date.

Richmond Serving Agencies

NEW Drop-in Computer Use. Starting Tuesday September 15, public computer labs are now available at all branches for those who have limited or no access to a computer, the internet, and/or printing. This service is drop-in, first come, first served. Visit our Public Computers page for dates, times and capacity. Visit our [Public Computers page](#) for dates, times and capacity.

NEW Access Richmond Guide to Community Resources. This [guide](#) highlights a range of City and community resources available to support individuals and families living in Richmond.

Richmond Seniors Centre - Open

7191 Granville Ave.

Richmond, BC

Telephone: 604-238-8450

Website: <https://minorucentre.ca>

The centre is open for pre-registered fitness classes and swimming pool.

Meals-To-Go is offered through the cafeteria 10am – 2pm.

Minoru Centre for Active Living's Seniors Centre and Events Centre are now open. The Seniors Centre includes a lounge, full-service cafeteria, a range of activity rooms, including an arts studio, wood shop, billiards room, multipurpose rooms and a dedicated entrance and lobby.

In partnership with the City, the Minoru Seniors Society will provide a comprehensive and expanded range of programs and services through the new facility.

The events centre includes a multipurpose space, eight team rooms, referee room, first aid room and concession for tournaments and special events. The events centre supports tournaments and activities on the adjacent artificial turf fields, Clement Oval and other park facilities.

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

Richmond Service Centre

#220 - 7000 Minoru Boulevard

Richmond, BC

V6Y 3Z5

Telephone: 604-279-7180

Email: info@success.bc.ca

Website: <https://successbc.ca/find-a-service/>

Since 1973, S.U.C.C.E.S.S. has dedicated itself to helping Canadians and newcomers achieve their full potential. Today, we offer a wide range of programs and services in more than 50 languages. In 2019, we served over 72,000 clients from 150 countries through our 40 service locations across Canada and in Asia.

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

We offer programs and services in the areas of newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing, and senior's care.

Touchstone Family Services - Open

Office Hours: 9am – 4:30pm

210-3031 Viking Way

Richmond, BC

Telephone: 604-279-5599

Website: <https://www.touchstonefamily.ca/>

Touchstone is a non-profit community based social service agency. We have been providing services to Richmond and nearby areas since 1983.

Our services have primarily focused on preserving and enhancing family relationships. Through qualified staff, we offer a wide variety of professional services to the community.

VCH Transitions - Appointments over the phone or via ZOOM.

600-8111 Granville Ave.

Telephone: 604-244-5486

Website: <http://www.vch.ca>

Holistic recovery program supports people dealing with substance misuse, concurrent mental health issues, and/or mental health issues, utilizing a harm reduction framework.

Offers screening, assessment, referral, individual and group counselling, psychiatric consultation, and education about relapse prevention, and emotional management. Educational support for people who are impacted by a family member's substance use is available. Acupuncture is also available.

Referral required from a health professional for mental health counselling; self-referrals are accepted for substance use counselling and concurrent mental health and substance use.

Service may be available in Cantonese and Mandarin, depending on staff availability. Free interpretation service is available for various languages. Open Monday to Friday; call for daily hours of operation.
