

# Resource Guide for Individuals Experiencing Homelessness

The following is a guide of available resources for individuals in Richmond experiencing homelessness during the COVID-19 pandemic. All information in this guide is accurate as of April 7, 2020. If you are looking for additional information or resources, please call 2-1-1.

# COVID-19 Information and Services

## 9-1-1

If you are experiencing the following severe COVID-19 symptoms, please call 9-1-1 or go directly to your nearest emergency department:

- Severe difficulty breathing
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness

## The Richmond Primary Care Network (PCN) Phone Triage Service

**604-278-9711 ext. 4153**

Provides health information and resources for COVID-19 related concerns, Monday to Friday, 9:00am to 6:00pm. This service is available in multiple languages and is open to all Richmond Residents.

## HealthLinkBC

**8-1-1**

A free of charge provincial health information and advice phone line. You may call with any questions or COVID-19 related concerns.

# Outreach Services

## CHIMO Community Services

**604-279-7077** or [Chimo@chimoservices.com](mailto:Chimo@chimoservices.com)

Information and support services including assistance with housing and benefit applications, homelessness prevention program, and rent bank. CHIMO outreach workers are available to connect over phone or e-mail.

## Turning Point Recovery Society—Outreach And Resource Support Program

**604-644-7247**

Outreach support for substance use and mental health programs and services. Outreach workers are on-site at Brighthouse Park (corner of Minoru and Granville beside the lacrosse box) from Monday to Thursday from 12:00pm to 1:00pm handing out bagged lunches and other needed supplies. Outreach workers are also available by phone during regular office hours, 9:00am to 5:00pm from Monday to Friday.

# Crisis Lines

## Crisis Line—Chimo Community Services

**604-279-7070**

Free and confidential crisis support; open 8:00am to midnight 7 days a week.

## Greater Vancouver Crisis Line

**604-872-3311**

Free and confidential crisis support and suicide intervention; open 24/7.

# Counselling Services

## Richmond Mental Health and Substance Use

**604-204-1111**

Vancouver Coastal Health number to call for all mental health and substance use services in Richmond. Available for all ages. Translation available.

# Shelter

## Salvation Army—Richmond House Shelter

**604-276-2490** | 12040 Horseshoe Way

The shelter provides emergency shelter spaces for women and men. The facility also provides three meals a day, recreation activities and other practical assistance. Please call ahead to check space availability.

# Food and Meal Services

Please see the map for food and meal services currently available in Richmond.

# Public Washrooms

Please see the map for washrooms currently open to the public.

# Food and Meal Services in Richmond



See next page for listing of no or low cost community meals and food program locations.

	Organization	Service Location	Service Provided	Eligibility	Schedule	Phone
1	Church on Five	10200 No. 5 Road	<ul style="list-style-type: none"> <li>• Take-out meals, no cost</li> </ul>	<ul style="list-style-type: none"> <li>• All are welcome</li> </ul>	Wednesdays at 6:00pm	604-274-2811
2	Richmond Food Bank	5800 Cedarbridge Way All other distribution sites closed (Steveston United, Peace Mennonite and Richmond Baptist Churches)	<ul style="list-style-type: none"> <li>• Pre-packed food hamper for pick-up, no cost</li> <li>• For delivery, please contact Social Worker</li> </ul>	<ul style="list-style-type: none"> <li>• All are welcome</li> <li>• Delivery by referral only</li> </ul>	Monday to Saturday, 10:00am to 3:00pm	604-271-5609
3	Seniors Centre at Minoru Centre for Active Living	7191 Granville Ave.	<ul style="list-style-type: none"> <li>• Prepared meals for pick-up, low cost</li> </ul>	<ul style="list-style-type: none"> <li>• All are welcome</li> </ul>	Monday to Friday, 10:00am to 2:00pm	604-238-8450
4	St. Albans Church	7260 St. Albans Road	<ul style="list-style-type: none"> <li>• Evening take-out meals, no cost</li> <li>• Friday take-out lunches, no cost</li> <li>• Sunday outreach hamper delivery, no cost</li> </ul>	<ul style="list-style-type: none"> <li>• All are welcome</li> <li>• Outreach delivery for homeless, at-risk and single parents</li> </ul>	Tuesdays at 5:30pm Fridays 11:30am to 12:30pm Sunday outreach mid-day	604-278-2770
5	Turning Point Recovery Society	Brighthouse Park Pavilion	<ul style="list-style-type: none"> <li>• Bagged lunches, no cost</li> <li>• Food hamper delivery, no cost</li> </ul>	<ul style="list-style-type: none"> <li>• For regular clients and anyone experiencing homelessness</li> <li>• Delivery for regular house-bound clients only</li> </ul>	Monday to Thursday, Noon to 1:00pm Delivery by appointment	604-644-7247

While not offered on-site, many other organizations are supporting No and Low Cost Meals and Food Programs in Richmond, including the following:

Organization	Service Provided	Schedule	Eligibility	Phone
FoodMesh	Richmond Food Recovery Network—food producers and suppliers with excess stock are matched with meal and food program providers receiving donations	Determined by donors and recipients	Businesses, non-profits and charities can participate	Register on-line at <a href="https://foodmesh.ca/">https://foodmesh.ca/</a>
Pathways Clubhouse	Low cost nutritious meals by delivery to vulnerable members	Mid-day meal	Clubhouse members	604-276-8834
Richmond Cares, Richmond Gives	Grocery Shop by Phone Prepared (frozen) meal delivery	By request	Seniors	604-279-7020 or call 2-1-1
Richmond Food Security Society	Community Gardens Meal preparation for other organizations' food programs	Varied, please call Based on recipient organizations' schedules	Applications for garden plots accepted Recipient organizations' criteria	604-244-7377
Richmond School District	Grocery bags provided for identified students previously receiving breakfast and/or lunch at school	Weekly pick-up times arranged by the School District	For students and their families identified by the School District	604-303-6844



Park		Male	Female	Showers	Hours
1	Alexandra Neighbourhood Park	✓	✓		6am to 10pm
2	Blundell Park	✓	✓		7am to 30 minutes prior to sunset
3	Blundell/West Dyke	✓	✓		6am to 10pm
4	Branscombe House	✓	✓		6am to 10pm
5	Brighthouse Park	✓	✓		7am to 30 minutes prior to sunset
6	Britannia Shipyards	✓	✓		7am to 30 minutes prior to sunset
7	City of Richmond Worksyard	Portable Toilet			24 hours a day
8	Garden City North Park	✓	✓		6am to 10pm
9	Garry Point Park	✓	✓		6am to 10pm
10	Hugh Boyd Park -turf	Portable Toilet			24 hours a day
11	King George Park	✓	✓		7am to 30 minutes prior to sunset
12	London Field House	✓	✓		7am to 30 minutes prior to sunset
13	London Heritage Farm	✓	✓		7am to 30 minutes prior to sunset
14	London Landing/South Dyke	✓	✓		6am to 10pm
15	McDonald Beach	✓	✓		7am to 30 minutes prior to sunset
16	McLean Park	✓	✓		6am to 10pm
17	McNair Park	✓	✓	✓	7am to 30 minutes prior to sunset
18	Minoru Park (by Bowling Green)	✓	✓		6am to 10pm

Park		Male	Female	Showers	Hours
19	Minoru Park (by Track)	✓	✓	✓	7am to 30 minutes prior to sunset
20	Nature House	✓	✓		7am to 30 minutes prior to sunset
21	No. 3 Rd/South Dyke	✓	✓		6am to 10pm
22	No. 7 Rd Pier	✓	✓		6am to 10pm
23	Palmer Fieldhouse	✓	✓		7am to 30 minutes prior to sunset
24	Sea Island (Burkville)	Portable Toilet			24 hours a day
25	Scout/Guide Campsite Woodward's Landing	✓	✓		7am to 30 minutes prior to sunset
26	South Arm Park (adjacent pool)	✓	✓		7am to 30 minutes prior to sunset
27	Steveston Community Centre (exterior north side of centre)	✓	✓	✓	7am to 30 minutes prior to sunset
28	Tait Waterfront	✓	✓		6am to 10pm
29	Terra Nova / North Dyke & Playground	✓	✓		6am to 10pm
30	Terra Nova Middle Arm	✓	✓		6am to 10pm
31	Terra Nova Park (Red Barn)	✓	✓		7am to 30 minutes prior to sunset
32	Thomas Kidd	✓	✓		6am to 10pm
33	Middle Arm Park	✓	✓		6am to 10pm
34	West Richmond Pitch and Putt	✓	✓		7am to 30 minutes prior to sunset
35	West Richmond Community Centre (exterior east side of centre)	✓	✓		7am to 30 minutes prior to sunset
36	Lang Park (corner of Saba and Buswell)	Portable Toilet			24 hours a day