

RICHMOND COMMUNITY INFORMATION

During COVID
2020-2021

Updated October 1, 2021

Collated by

Richmond Homeless Connect
Serving Richmond since 2009

Lead agency: Richmond Poverty Reduction Coalition (RPRC)

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FREE MEALS IN RICHMOND

Church On Five
10200 No. 5 Rd.
Richmond

Wednesday Dinner 6pm
Free takeout meals

Kehila Society of Richmond
130-10691 Shellbridge Way
Richmond
604-241-9270; Email: kehila@Kehila society.org

Sign up for the meal delivery program.
Delivery is Tuesdays and Thursdays for those in need.

Richmond Presbyterian Church
7111 No. 2 Rd
Richmond
604-277-5410

Monday Dinner 5pm – 6pm September – December
Free takeout meals

Salvation Army
8280 Gilbert
Richmond
604-277-2424

Wednesday and Friday Hamper Program

St Albans Anglican Church
7260 St. Albans Rd.
Richmond

Tuesday Dinner 5:30-6:30pm
Take out meals

Friday Lunch 11:30am – 12:30pm
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>

Choose **ONE** of the options below to collect pre-packed hampers once per week. You **MUST** live in Richmond BC – Please call us with questions.

Cedarbridge Location (Main Office)

- Monday, Wednesday, and Saturday 11am – 2pm. Please do not arrive before 10:30am.
- Thursdays 6pm – 7:30pm

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)

- Visit the Express Line;
- Monday, Wednesday and Saturday 11am – 2pm
- Thursday 6pm – 7:30[m

****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 Service 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
-

Chimo Community Services – By Appointment only

Office Hours: 9am – 4:30pm

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 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

Chimo Rent Bank:

604-279-7170

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

Cont... Chimo Community Services

person is homeless or living in unsafe or unsuitable housing. Call ahead to arrange interpretation in Mandarin, Cantonese and Punjabi.

The 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, 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.
-

Dental Services for low income VCH Richmond Public Health Dental Program

8100 Granville Ave.

Cont....Dental Services

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 – We have not held a free adult clinic during COVID and we are unsure when they will start again. The VCH Dental Services program keeps a running list of people interested in the service once it is up and running again.

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.

Government Ministries (BC)

Ministry of Child and Family Development (MCFD)

5840 Cedarbridge Way

604-207-2511

Cont....Government Ministries (BC)

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).
- [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.

Cont...Government Ministries (BC)

- [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

8111 Granville Ave.

3rd and 4th floor

604-276-8834

Website: <https://pathwaysclubhouse.com>

Open for members with health and safety guidelines in place. 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

Office hours: Monday – Friday, 8:30am – 4:30pm

Evening and weekend hours are available.

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

RASS Community Prevention Services provides health promotion, prevention and early intervention services for children, youth and families. RASS accomplishes this by fostering resilience, enhancing life skills, and building connection through meaningful activities and resources to prevent the early onset of addiction and mental health challenges, support ongoing recovery and minimize the impacts on individuals and families. Our services are offered using an evidence-based, person centered and trauma-informed process.

Services are available in English, Cantonese, Mandarin and Servo-Croatian depending on the program.

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

- 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 Centre for Disability – Open-Limited

842-5300 No. 3 Rd. (Lansdowne Mall)

604-232-2404

Hours: M-F 11am – 4pm

Website: <https://www.rcdrichmongd.org>

Richmond Centre for Disability (RCD) provides direct services to people with disabilities to be integrated into the community. We are cross-disabilities and offer core services and supports for skills development, information and resources, peer support, recreation, employment and community engagement.

The RCD is committed to creating opportunities to empower people of all abilities to participate confidently with dignity in their community and achieve independence to their fullest capabilities. We offer a friendly environment to provide information, resources, training and support, as well as increase public awareness and promote universal accessibility.

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 in 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.

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 Doctor 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 Mental Health Consumer & Friends Society (RCFC)

210-7671 Alderbridge Way

Richmond

604-675-3977

Hours: M-F 10am – 4pm

Website: ww.rcfc-society.org

NOTE: All programs require a referral from a medical professional.

The Peer Support Program: provides one on one support to people recovering from mental illness. Goals are set and attained in 6 months. For more information, email Jennifer at Jennifer.campillo@vch.ca or call **604-675-3977 ext. 3.**

The Therapeutic Recreation Program: promotes wellness by providing therapeutic learning and social opportunities in a supportive recreational setting. For more information email Lizette at Lizette.toapanta@vch.ca or call **604-675-3977 ext. 4.**

The Peer Support Social Group Program: offered in Cantonese and Mandarin provides positive opportunities to learn new things, acquire skills, socialize, and build relationships. For more information, email Icy at wai.chan@vch.ca or call **604-675-3977 ext. 5.**

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.

Cont...Richmond Public Library

NEW Drop-in Computer Use. 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. Customers may use up to two 45-minute sessions per day. 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.

NEW Richmond Public Library now has a page on it's website for **Indigenous Resources**. This page provides the public with resources that focus on Indigenous (First Nations, Inuit, Metis) interests, perspectives, and concerns. Having a central location for our resources will provide staff and the public a space to honour, appreciate and recognize Indigenous Peoples. The page is located here: <https://www.yourlibrary.ca/indigenous-resources/> and is found below Newcomers on the drop-down menu for "Borrow, Use, Learn".

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.

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.

Turning Point Recovery Society

260-7000 Minoru Blvd
Richmond
Telephone: 604-303-6844
Website: <http://www.turningpointrecovery.com>

Supports Richmond residents to establish and maintain connections to mental health and substance use services and related community and government resources.

OARS Outreach workers work one on one with individuals to support a holistic approach to wellness and building a stable life. OARS also assists those who are vulnerable or experiencing homelessness.

Cont...Turning Point Recovery Society

Outreach workers can meet with people on a drop-in basis at Brighthouse Park (Mon. – Thurs. 12pm – 1pm), or by appointment, or you can call 604-279-7169 for assistance.

For information on Turning Point's Residential Support Recovery Programs, please contact: Richmond Men's: 604.303.6717 intaketprm@turningpointrecovery.com
Richmond Women's: 604.284.5354 intaketprw@turningpointrecovery.com

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