

Richmond Resource Guide



Fall 2021

Please see insert for the most up to date information on Community Meals, Shower Programs, and the Drop-In Centre.

We do our best to keep this guide up to date, however there may be changes to programs from time to time. We recommend calling ahead, or asking an outreach worker to call for you, to confirm a program's operating hours and location.

If you or someone you know is using opiates, the **Anne Vogel Clinic** is open on walk-in basis Monday-Friday from 1:00pm onwards. **Suite #210 7671 Alderbridge Way.** For intake for all Mental Health and Substance User services provided by VCH in Richmond, call **(604)-204-1111**.

Follow the **SAVE ME** steps below to respond.



If the person must be left unattended at any time, put them in the recovery position.



Stimulate
Unresponsive? **CALL 911**



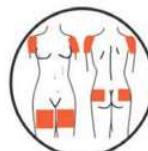
Airway



Ventilate
1 breath every 5 seconds



Evaluate



Muscular Injection
1 mL of naloxone



Evaluate
2nd dose?

For more information visit www.towardtheheart.com

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Welcome to the Richmond Resource Guide!

This booklet is designed to help you find the resources you're looking for in the City of Richmond. If you need more assistance than this guide can provide in itself, please get in touch with an outreach worker (next page). If you are in crisis, please dial 9-1-1. If you are looking for resources outside Richmond, please dial 2-1-1.

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Due to the COVID-19 pandemic, services may differ from below. Please contact the facility to confirm what services are currently available.

Outreach

HOW TO CONNECT WITH AN OUTREACH WORKER

Outreach workers can help you access services listed in this guide. Outreach workers may also be able to give you a referral for services that need one. To get in touch with an outreach worker, contact:

Chimo Community Services

604-279-7077

5751 Cedarbridge Way

Monday to Friday, 9:00AM to 4:30pm.

Provides law advocacy, housing services, newcomer settlement support, counselling, youth engagement programs and a crisis line and chat.

www.chimocommunityservices.com

Turning Point Recovery Society – Outreach and Resource Support Program

604-279-7169

The OARS outreach workers are available by appointment Monday-Friday to meet with people out in the community or virtually by phone. Drop-in is available Monday-Thursday 12:00pm-1:00pm at Brighthouse Park. No referral is required.

Connections Community Services

604-271-7600

110-5751 Cedarbridge Way

Supports Indigenous youth and families, as well as Richmond's seniors. See page (insert #) for Connections Indigenous support, and page (#) for Connections seniors support.

www.connectionscommunityservices.com

Frequently Used Numbers

911

For police, fire, or ambulance in cases of immediate emergency.

Non-Emergency Police Line Richmond RCMP

604-278-1212

Richmond RCMP

Main Detachment

11411 No.5 Road

For reporting non-emergency police matters that do not require an immediate response.

Chimo Community Services - Crisis Line & Live Chat

604-279-7070

Providing confidential and nonjudgmental emotional support for people in distress, crisis or in need somebody to speak to.

- Crisis Intervention Line:
 - Monday-Sunday, 8am-12am
- Live Chat:
 - Thursday-Saturday, 4pm-10pm

Greater Vancouver Crisis Line

604-872-3311

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

211

Provides information and referrals for community, government and social services in BC.

811

HealthLink BC is a free way that people can connect with nurses, dietitians, and pharmacists for health-related help.

Poison Control
1-800-567-8911

For emergencies or concerns of poisoning or exposure to toxic substances, available 24/7.

Animal Control
604-277-3100

Emergency 604-709-4668 (during operated hours), 604-879-7343 (night 5pm-12am). After hours: call the Richmond RCMP. Cruelty Report and Wildlife Support Line (toll-free): 1-855-622-7722

Ministry of Social Development and Poverty Reduction (MSDPR)
1-866-866-0800
220-7577 Elmbridge Way

Monday-Friday 9:00am-4:00pm (closed between 12:00pm-1:00pm). Provides services for income assistance, disability assistance and employment.

Service Canada
1-800-622-6232
350-5611 Cooney Road

Monday-Friday from 8:30am-4:00pm. A wide range of services and benefits for Canadians to access including employment insurance (EI), Canadian Pension Plan (CPP), social insurance numbers (SIN), old age security (OAS) and more. Monday-Friday from 8:30am-4:00pm.

Employment Insurance (EI)
1-800-206-7218

If you have not set up a phone/computer access code and need to speak to a live agent: select preferred language, press 2 on the first menu, press 1 on the second menu and then press 0 to transfer to a representative.

Canada Revenue Agency (CRA)

For questions about income tax refund and requesting T-slips call: **1-800-959-8281**

For questions about GST refund call: **1-800-959-1953**

Canada Pension Plan (CPP)
1-800-277-9914

For questions related to CPP, Old Age Security (OAS), or Guaranteed Income Supplement (GIS).

Common Acronyms

DIC – Drop-in Centre
CPP - Canada Pension Plan
CPP-D - Canada Pension Plan Disability
CRA – Canada Revenue Agency
EWR – Extreme Weather Response (often referred to as the Extreme Weather Shelter)
GIS – Guaranteed Income Supplement
GP – General Practitioner (often referred to as a Family Doctor)
HPP – Homeless Prevention Program
IA – Income Assistance (often referred to as social assistance or welfare)
LSLAP – Law Students Legal Advice Program
MSDPR – Ministry of Social Development and Poverty Reduction
OARS – Outreach and Resource Support
OAS – Old Age Security
PPMB – People with Persistent Multiple Barriers
PWD – Persons with Disability
RH – Richmond Hospital (often referred to as Richmond General Hospital or RGH)
VCH – Vancouver Coastal Health

Crisis Lines

Chimo Community Services - Crisis Line & Live Chat **604-279-7070**

Providing confidential and nonjudgmental emotional support for people in distress, crisis or in need somebody to speak to.

- Crisis Intervention Line:
 - Monday-Sunday, 8am-12am
- Live Chat:
 - Thursday-Saturday, 4pm-10pm

Greater Vancouver Crisis Line **604-872-3311**

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

Greater Vancouver Senior Distress Line **604-872-1234**

Support for older adults and anyone concerned about an older adult. Available 24/7.

VictimLinkBC **1-800-563-0808**

A toll-free, 24/7 confidential crisis line for individuals who have experienced violence and/or abuse in BC. Services are available in 130 languages, including 17 North American Aboriginal languages. For individuals who are hard of hearing, VictimLink is accessible by text telephone at **604-875-0885**.

Battered Women's Support Services **604-687-1867**

If you are unable to speak safely, please text 604-652-1867 or email intake@bwss.org

Provides emotional support to women experiencing/who have experienced gender-based domestic violence. Available 24/7. If you are in danger, call 911.

Hope for Wellness Crisis Line - Inuit and First Nations. **1-855-242-3310**

Crisis support for Indigenous people across Canada, offered in: Inuktitut, Cree, Ojibway, English, French. 24 hours a day, 7 days a week.

IRS - (Indian Residential School) Support Line **1-866-925-4419**

Support line for anyone in distress or pain as a result of their residential school experience. 24 hours a day, 7 days a week.

KUU-US Crisis Line Society **1-800-588-8717.**

Direct youth Line: 250-723-2040

Direct Adult Line at 250-723-4050

First Nations and Indigenous Crisis Line that operates in British Columbia for 24 hours a day, 7 days a week.

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

Confidential Helpline seven days a week from 10:00am-10:00pm. Cantonese line: **604-270-8233**. Mandarin line: **604-270-8222**.

Prideline BC **604-684-6869**

Provides LGBT support, referrals and information for anyone in BC. Weeknights 7:00pm-10:00pm.

Meals/Food Banks

Nanak Sar Gursikh Temple

604-270-7369

18691 Westminster Hwy

Monday-Friday. 3 vegetarian meals a day, available any time during the day.

St. Alban's Church

604-278-2770

7260 St. Alban's Road

Tuesday dinner at 5:30pm, meals are served as take-out.

Church on Five (Richmond Bethel Church)

604-274-2811

10200 No. 5 Road

Community Dinner takeout Wednesdays at 6:00pm

Gilmore Park United Church

604-277-5377

8060 No 1 Rd. Richmond, BC

Thursday meals at 5:30pm (Closed in December).

Salvation Army

604-277-2424

8280 Gilbert Road

Emergency food hampers are available Wednesday and Friday from 9:00am-2:00pm.

St. Alban's Church

604-278-2770

7260 St. Alban's Road

Friday hot lunch from 11:30am-12:30pm.

Richmond Baptist Church

604-277-1939

6640 Blundell Road

Saturday hot lunch at 12:00pm. Groceries for families in need are distributed every Saturday from 10:00am-11:30am.

Non-weekly or membership meals:

Peace Mennonite Church

604-278-0111

11571 Daniels Road

Dinners are served the first and third Tuesday of every month, at 5:30pm.

Healthiest Babies Possible - Emergency

Good Food Bag Program

604-675-3982

8100 Granville Ave.

*Registration required. This outreach and prenatal program provide an emergency, weekly food bag for pregnant/new mothers in need (includes fruits, vegetables, pantry and dairy items). Services available in multiple languages.

Pathways Clubhouse

604-276-8834

315-8111 Granville Ave. (3rd and 4th floor)

*Must be a member. Membership to Pathways is open to anyone diagnosed with a mental illness. Daily meals for around \$1.

Richmond Food Bank

604-271-5609

100-5800 Cedarbridge Way

New clients are required to bring ID or proof of Richmond residency (exceptions can be made for those without ID) and are asked to register online ahead of time (if possible). Bring shopping bags for groceries. Grocery delivery is available for those unable to collect groceries themselves due to long-term disability, injury or illness. A note from a doctor or social worker is required. Distribution locations:

Cedarbridge location (main office)

- Mondays to Thursdays & Saturdays, 10:00am-3:00pm
- 100-5800 Cedarbridge Way

Express pickup - Cedarbridge Location (main office)

- Mondays-Thursdays & Saturdays, 10:00am-3:00pm
- 100-5800 Cedarbridge Way (visit the express line)
- Or, register online or by phone ahead of time (by Wednesday at 3:00pm) for pickup on Friday, 11:00am-2:00pm

West Richmond Express Food Hub

- Mondays, 3:30pm-5:00pm
- Parking lot off of Francis Rd across from Petro-Canada (4011 Francis Rd)
- Drive through or walk-ins welcome

Daniels Road Depot - Peace Mennonite Church

- Tuesdays 3:30pm-5:00pm
- 11571 Daniels Road

Minoru Centre for Active Living Senior's Centre – Meals to Go Program

604-238-8450

7191 Granville Ave

Meals to Go Program for all ages on Monday-Friday from 10:00am-2:00pm, offering reasonably priced meals and snacks. To gain access to the building, please come to the west side and knock on the Cafeteria doors or call the Front Desk at **604-238-8450**.

Richmond Cares, Richmond Gives – Seniors Community Support Services: Grocery Shopping and Delivery

604-279-7020

190-7000 Minoru Blvd.

Senior clients or their friends/family members on their behalf, can order groceries over the phone, email or fax to a RCRG staff member or volunteer. Call to register in advance.

Meals on Wheels Richmond

Low cost Western or Chinese meals delivered to home-bound individuals such as seniors, caregivers and individuals recovering from illness/injury.

- Western meals on wheels -
Vancouver and Richmond residents: **604-732-7638** or wmow@carebc.ca
- Chinese meals on wheels –
Vancouver and Richmond residents: (service in Chinese or English) **604-733-6615** or cmow@carebc.ca

Employment Services

Work BC

778-732-1529

8111 Granville Ave.

Provides job search services for people who are looking for employment. WorkBC can help with career options exploration, job search strategies, planning for education and training, accessing training funds, learning about starting a business, and resume writing. Work BC Centre's are available in person by appointment and virtually.

ACCESS – Aboriginal Community Career Employment Services Society

604-913-7933

**108-100 Park Royal, West Vancouver
(Administration office)**

Provides funding for urban Aboriginal residents of Metro Vancouver to learn and gain skills for employment, access job training and career advising. Call to book an appointment. www.accessfutures.com

Pathways Clubhouse - Employment Programs

604-276-8834

315-8111 Granville Ave. (3rd and 4th floor)

*Must be a member. Membership to Pathways is open to anyone diagnosed with a mental illness. Provides transitional and supported employment programs, as well as help with job searches, for adults with a mental illness.

Richmond Centre for Disability
604-232-2404
842-5300 No. 3 Road

Free computer access to Career Cruising software to develop a resume, career match and job exploration. Advanced booking is recommended.

Richmond Women's Resource Centre - Centre-Work Ready program
604-279-7060
110-7000 Minoru Boulevard

A free 3-month work-readiness program for women including office and computer training, business English conversation and writing, workshops in job search skills, career and educational advice, volunteer and practicum experience, and a certificate of completion. Call for more information.

www.richmondwomenscentre.bc.ca

S.U.C.C.E.S.S. - Integrated Immigrant Employment Program
604-279-7180
220-7000 Minoru Boulevard

This program includes English language training, employment workshops and career coaching.

Adecco Vancouver
604-669-1203
304-700 West Pender St.

Temporary work available every day.

People Ready
604-874-5567
1688 East Broadway

Monday-Friday 5:30am-6:00pm. People Ready helps in finding work for job seekers.

ManPower
604-682-1651
1021 W Hastings St. – 9th floor, office 805.

Provides career guidance, training and work for men and women seeking employment.

Shelters

Salvation Army - Richmond House
604-276-2490
12040 Horseshoe Way

45-bed shelter for men and women; call daily to update waitlist status. Guests can stay on-site 24/7, and the facility is pet friendly.

Chimo Community Services - Nova Transition House
604-270-4911

Open to women and children fleeing violence, providing emotional support and resources. Services in multiple languages. Open 24 hours a day, seven days a week.

Extreme Weather Response Shelter
Call 604-276-2490 for more information.

Open November to March when extreme weather alert is active; call to check shelter status.

Housing Support

Chimo Community Services
120-7000 Minoru Blvd.
604-279-7077

Services offered in multiple languages. Please call to book an appointment.

- **Women's Transition House (Nova House) & Second Stage Housing:** Temporary accommodation in a safe and secure environment for women and children who are experiencing violence or are at risk of violence. The locations of these accommodation are kept strictly confidential.
- **Homeless Outreach Program (HOP):** A service that aims to support individuals/families who are homeless or at-risk of homelessness during their housing searches by providing information and resources related to housing. This service does not do housing searches for clients or offer long term housing. It supports clients by:
 - Connecting clients to an emergency shelter for a place to sleep, wash, and eat.
 - Providing support in applying for the BC housing registry, RAP, SAFER, HPP and Ministry Crisis Supplement
 - Providing resources for moving process
- **Homeless Prevention Program (HPP):** A service that aids individuals and families who are experiencing homelessness or at a risk of becoming homeless in either remaining in their current housing or in allowing them to secure safe and affordable housing by providing a monthly housing subsidy (based on specific criteria and when subsidies are available).
- **The Richmond Rent Bank:** Short-term, interest free loans to prevent evictions or utility shut-offs. Applicants must be 19+ and reside in the city of Richmond.

Pathways Clubhouse – Supported Housing Program

604-276-8834
315-8111 Granville Ave.

*Must be a member. Membership to Pathways is open to anyone diagnosed with a mental illness. The program offers housing support services to adults with a mental illness who have strong ties to Richmond, are accessing clinical services, and are in financial need.

www.pathwaysclubhouse.com

BC Housing
604-433-2218
101-4555 Kingsway, Burnaby

Develops, manages and administers a wide range of subsidized housing options across the province. Individuals who are eligible can apply to be on the housing waitlist online or with the assistance of an outreach worker.

www.bchousing.org

ALREADY FILLED OUT A BC HOUSING APPLICATION?

- » Call BC Housing every 6 months to review your application.
- » Call BC Housing when there are any changes to your housing status, income, health, and contact information.
- » Be sure to list the specific buildings you would like to live in on your application, and not just cities, towns, or neighbourhoods.
- » If you are homeless, at risk of homelessness, fleeing domestic violence or abuse, or have a serious health condition, have a third party fill out a Supplemental Application Form for you.
- » Try applying to the co-op and non-profit housing providers listed under Section #2 of the Subsidized Housing Listing. To apply, please contact the society or co-op using the information provided under "To Apply". Applications are also available online or can

be completed with support from an outreach worker.

» If you are over the age of 55, you may be eligible to apply for subsidized seniors housing directly. Building lists are available through BC Housing or contact an outreach worker for assistance.

Aboriginal Housing Provider List

<https://www.bchousing.org/housing-assistance/rental-housing/indigenous-housing-providers>

Provides a list of Aboriginal housing organizations that offer off-reserve housing available to households and individuals with Aboriginal ancestry, including status and non-status First Nations, Métis and Inuit.

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

604-279-7180

220-7000 Minoru Boulevard

In collaboration with BC Housing and Metro Vancouver municipalities, S.U.C.C.E.S.S. operates and manages approximately 600 affordable housing units in 7 locations in Burnaby, Richmond, and Vancouver. Call for more information.

Health

For Substance Use please see page. For Mental Health please see page.

Richmond Division of Family Practice - Richmond Attachment Waitlist

www.divisionsbc.ca

A waitlist that is available to Richmond residents who are seeking a family doctor or nurse practitioner.

Pathways Medical Care Directory

www.pathwaysmedicalcare.ca

Directory of family doctors in your area who are accepting new patients.

Richmond Hospital

604-278-9711

7000 Westminster Highway

Open 24 hours a day, 7 days a week.

Services provided at Richmond Hospital include Emergency, Ambulatory Care, Diagnostics, Intensive Care and Coronary Care, Maternity, Psychiatry and Surgery.

Gilwest Clinic - Richmond Hospital

604-244-5118

7000 Westminster Highway

Provides STI testing, HIV testing, PrEP referrals and prescriptions, hepatitis C treatment.

Richmond Centre for Disability

604-232-2404

842-5300, No.3 Rd

www.rcdrichmond.org

Disability-led and community based non-for-profit that provides services to entire communities on disability issues. Access Richmond Website

(www.accessrichmond.ca) provides a list of places in Richmond that are wheelchair accessible. An Information & Networking Coordinator can assist application for government benefits including Persons with Disability Designation and Canada Pension Plan Disability Benefits and provide community resources for leading a more independent life.

Heart of Richmond AIDS Society

604-277-5137

303-6411 Buswell Street

www.heartofrichmond.com

Offers advice and support to Richmond residents living with HIV/AIDS, and their family, friends or caregivers. Programs

include Education and Prevention, One-on-One Support, Grocery Vouchers, Supplementary Health Fund, and a Weekly Support Group.

Red Cross Short Term Health Equipment Loan Program

604-270-4224

101-3850 Jacombs Rd.

Monday-Friday 9:00am-12:30pm, Saturday 9:00am-2:00pm. Program lends wheelchairs, walkers, bath seats and benches, commodes and toilet seats, crutches and canes, bed handles and other durable medical equipment for up to 6 months. To access equipment, a referral form from a Health Professional required.

Walk-in Clinics

Richmond Central Medical Clinic

778-297-4700

150-7997 Westminister Hwy

Monday-Friday 8:00am-8:00pm, Weekends & Holidays 9:00am-2:00pm.

Ackroyd Medical Centre

604-270-3121

135-8291 Ackroyd Rd

Monday-Friday 9:00am-5:00pm, Saturday 9:00am-2:00pm, Sunday – closed.

Cook Road Medical Clinic

604-279-1942

8171 Cook Rd

Monday-Thursday 9:00am-6:00pm, Friday & Weekends 9:00am-4:00pm.

Richmond Urgent and Primary Care Centre (UPCC)

604-675-2768

**7671 Alderbridge Way – 3rd Floor
Community Access Centre**

Open Monday-Friday from 5:00pm-10:00pm, Saturdays from 8:00am-10:00pm,

Sundays and holidays from 9:00am-5:00pm. Patients will be seen according to urgency.

Vancouver Aboriginal Health Society – Primary Care Clinic

604-255-9766

449 East Hastings Street, Vancouver

Provides services for Indigenous and non-Indigenous members of the community.

Monday-Friday 9:00am-4:30pm, except Wednesday 9:00am-8:30pm. Closed for lunch on weekdays from 12:30pm-1:00pm. Saturday 10:00am-2:30pm, closed Sundays and holidays. This clinic is trauma and violence informed.

Dental

Pop-up clinics

Free dental care opportunities come up in the community from time to time. Please contact a local Outreach Worker for information as to whether there are any upcoming dates.

Find a Dentist

www.yourdentalhealth.ca/visiting-your-dentist/find-a-dentist/

Reduced Cost Clinics

www.yourdentalhealth.ca/visiting-your-dentist/reduced-cost-clinics/

Vancouver Aboriginal Health Society – Dental Clinic

604-254-9900

455 East Hastings Street, Vancouver

Offers preventative and urgent services to individuals with little or no dental coverage (those with coverage are required to bring ID). Monday-Friday 9:00am-4:00pm, and 1 Saturday per month. Appointment only, no walk-ins – please call the clinic to book an

appointment. This clinic is trauma and violence informed.

Dental Coverage for PWD or PPMB

Adults and their spouses receiving PWD or PPMB benefits are eligible for up to \$1,000 in dental coverage over 2 years. To determine the coverage or access the benefits, tell your dental office that you (or your spouse) are receiving PWD or PPMB benefits, and give them your CareCard or your BC Services Card.

BC Dental Association

604-736-7202 or 1-888-396-9888

Monday-Friday 8:00am-4:00pm. Provides dental information and dentist referrals to the public. Offers a directory of reduced cost dental clinics, and an online search tool to find a dentist, on their website:

www.bcdental.org

Indigenous Services

**For Indigenous services related to crisis lines, housing, etc. please see the listings in those sections.*

Connections Community Services

604-271-7600

110-5751 Cedarbridge Way

Supports Indigenous youth and families. Programming includes Indigenous-led workshops, powwow dancing and connecting families to supports and services.

www.connectionscommunityservices.com

Aboriginal Health Society – Elders and Knowledge Keepers

604-254-9949

449 East Hastings Street, Vancouver

Includes one-to-one visits with Elders/Knowledge keepers, therapeutic

listening, indigenous ceremonies, advocacy and referrals to services.

Senior's Services

**For senior services related to food, crisis lines, etc. please see the listings in those sections*

Connections Community Services – Basic Technology Class

604-271-7600

110-5751 Cedarbridge Way

Youth volunteers support seniors with basic technology to help reduce isolation. Seniors will learn how to use modern technology and gain computer literacy skills. Learning how to use Facetime and Zoom are also part of the program which allows seniors to connect virtually with their loved ones.

Richmond Cares Richmond Gives - Better at Home

604-279-7021.

190-7000 Minoru Blvd.

Offers transportation services to seniors in Richmond to appointments. Also offers prescription pickups/drop-offs, friendly visits and grocery shopping services. Fees are based on the client's income.

Newcomer/Immigrant Services

Chimo Community Services – Newcomer Settlement Program

604-279-7077

5751 Cedarbridge Way

Helps with permanent residency/citizenship applications, housing, English learning, tax services, employment searching and more. Services are offered in multiple languages. Monday-Friday 9:00am-4:30pm. Call to book an appointment.

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

604-279-7180

220-7000 Minoru Blvd.

Integrated Immigrant Employment Program. Includes English language training, employment workshops and career coaching. Services are available in English, Cantonese, Mandarin, Tagalog, Japanese, Korean and Arabic. For more information: www.success.bc.ca

Richmond Multicultural Services

604-279-7160

Free settlement services including housing and education information, government services support, resume support, English learning and more. Services are offered in multiple languages. For more information: www.rmcs.bc.ca

Family Services of Greater Vancouver – Cooking and Language Support

Free virtual cooking and language support classes. Learn how to cook low-cost, nutritious meals and practice English at the same time. Runs virtually every Friday from 10:00am-12:00pm. To register call: **778-885-5165**.

Drop-in Spaces

Richmond Drop-in Centre. Please contact the OARS program for more information 236-877-1363

Monday-Friday 10:00am-4:00pm at Brighthouse Pavilion. Lunch is served from noon-1pm. Offers laundry and shower services, as well as other supports for individuals experiencing homelessness, or looking to connect with the OARS program.

Women's Resource Centre

604-279-7060

110-7000 Minoru Boulevard

www.richmondwomenscentre.bc.ca

Monday-Thursday 10:00am-3:00pm *for women only. Helps women access resources, referrals, support groups, workshops, and volunteering. Services are available in English and Mandarin.

Kehlia Richmond Jewish Seniors Drop-in Centre

604-241-9270

130-10691 Shellbridge Way

Provides a wide range of support and outreach services to the Jewish Seniors community of Richmond.

Computer Access with Wifi Hotspots

Richmond Women's Resource Centre

604-279-7060

110-7000 Minoru Boulevard

www.richmondwomenscentre.bc.ca

Monday-Thursday 10:00am-3:00pm *for women only.

Richmond Public Library

All branches open Mon-Fri 9am-9pm, Sat-Sun 10am-5pm

- **Brighthouse Branch 100-7700 Minoru Gate.**
- **Cambie Branch 150-11590 Cambie Road.**
- **Ironwood Branch 8200-11688 Steveston Hwy.**
- **Steveston Branch 4111 Moncton Street.**

Public Wifi

City of Richmond Wifi Network - @richmondbc

Library Wifi Network – Richmond Public Library – for all library locations

Richmond Olympic Oval Wifi Network -
#TELUS

Richmond Centre Mall Wifi Network -
CFPublicWifi

Laundry

Garden City Coin Laundry
604-244-1120

8040 Garden City Road

Open 7 days a week. Monday-Friday
8:30am-7:00pm, Weekends 8:30am-7:00pm.
Wash \$3/load, dry \$0.25/4 minutes.

Easy Kleen Laundromat & Drycleaning
604-273-6925

123-8571 Alexandra Rd.

Open every day 7:00am-11:00pm, including
all holidays. Wash \$2.50/load. Dry \$0.25/4
minutes.

Blundell Coin Laundromat
778-297-7874

150-4775 Blundell Rd.

Open 7 days a week. 9:00am-7:00pm on
weekdays, 9:00am-6:00pm on weekends.
Wash \$2.75/load. Dry \$0.25/4 minutes.

Transportation

BC Bus Pass Program
1-866-866-0800

www.buspass.gov.bc.ca

Monday-Friday 9:00am-4:00pm. The BC Bus
Pass Program offers a reduced-cost, annual
bus pass for low income seniors and
individuals receiving disability assistance
from the Province of British Columbia.

Compass Card
1-888-207-4055

www.compasscard.ca

Compass cards are available for purchase at
any SkyTrain station. Compass is a

reloadable fare card that works everywhere
on transit in Metro Vancouver. Money can
be loaded onto the card at any Skytrain
station using cash, credit, or debit.

Concession cards are available at select
London Drugs locations or the Stadium
Chinatown station in Vancouver, open
Monday-Friday from 7:30am-5:00pm.

Translink
604-953-3333

www.translink.ca

Phone operating hours Monday-Friday
5:30am-12:30am. Saturday & Sunday 6:30-
11:30pm. Live chat hours Monday-Friday
6:30am-11:30pm, Weekends 7:30am-
10:30pm. Provides information about
TransLink buses, HandyDART, SeaBus,
SkyTrain, West Coast Express, and the
Golden Ears Bridge. Customer information
hours are 6:30am to 11:30pm daily.

Handydart, Handycard & TaxiSaver
604-575-6600 For general inquiries,
bookings/cancellations. For registration
604-953-3680.

Monday-Friday 8:00am-5:00pm. If you have
a permanent disability, or a physical or
cognitive disability, that impacts your ability
to use the bus you may be eligible for
HandyDART, HandyCard, or TaxiSaver
services. Please call for more information.
Monday-Friday 8:00am-5:00pm.

Banking and Finance

Credit Counselling Society Richmond
Served by Vancouver
604-527-8999

290-800 Hornby St., Vancouver. 300-3665
Kingsway, Burnaby

Offers confidential credit counselling, debt repayment and consolidation programs, and personal budget planning. Counselling is in person or by telephone and is free, non-judgmental and solution-focused.

Financial Literacy Workshops

Workshops that help you better understand banking and budgeting are offered at various dates throughout the year by various organizations/service providers including Family Services of Greater Vancouver, and the Richmond Public Library. Please connect with an Outreach Worker for help, or information on upcoming workshops.

Chimo Community Services – Richmond Rent Bank

604-279-7170

120-7000 Minoru Blvd.

Short-term, interest free loans to prevent evictions or utility shut-offs. Applicants must be 19+ and reside in the city of Richmond.

Family Services of Greater Vancouver

604-279-7100

250-7000 Minoru Blvd

Provides financial support through workshops, referrals to financial coaching, and a Money Navigator hotline for financial crises: **1-800-609-3202**. Services are offered remotely over the phone.

DID YOU KNOW?

You can cash a Government of Canada cheque for free at any bank, as long as the cheque is for \$1,500 or less, and you show acceptable identification. Government of Canada cheques are never considered stale-dated. This means that you can cash them no matter how old they are.

Legal Advice and Advocacy

Chimo Community Services – Outreach and Advocacy Program

604-279-7077

120 - 7000 Minoru Blvd., Richmond, BC

Family Law Advocacy: Services are provided by professional staff to eligible low-income clients. Services include a range of legal advocacy and assistance relating to family law, including but not limited to child protection, divorce, protection orders, and child support.

Poverty Law Advocacy: Trained advocates help with matters such as employment, residential tenancy, and document preparation. Scope of service includes providing information, referrals, assistance in obtaining advice, document and correspondence preparation, and limited representation. Advocates do not represent clients legally in court. Services include:

- Subsidized Housing (BC Housing) Applications, Rental Assistance Applications, Co-Op Housing Applications
- Passport, Medical Services Plan (MSP) Card, Social Insurance Number (SIN) Card, Driver's License and BC Services Card, Miscellaneous IDs and Passes

Legal Aid – Representation

604-370-0094

201- 8171 Cook Rd.

Legal aid will pay for a lawyer to represent you if your legal problem is covered by the legal aid rules, you meet the financial guidelines and you have no other way of getting help. Monday 9:00am-12:00pm, 1:00pm-4:00pm, Tuesday-Thursday 1:00pm-

4:00pm, Friday 9:00am-12:00pm.

www.legalaid.bc.ca

Legal Aid – Family LawLine
604-408-2172

Brief “next-step” legal advice about family law issues such as guardianship, custody, court procedures, family support, and property division for low-income individuals. Service is available in languages other than English. Monday, Tuesday, Thursday, Friday 9:00am-3:00pm, Wednesday 9:00am-2:30pm.

Seniors First BC
604-336-5653

Provides free legal assistance to eligible seniors who cannot otherwise afford legal services due to low income or other barriers. Assistance is provided for a wide range of legal issues such as preparing wills, preparing court documents, tenancy/housing, pensions and benefits. Family law and criminal law services are not offered. Call to book an appointment.
www.seniorsfirstbc.ca

Access Pro Bono – Summary Advice Program
1-877-762-6664

Pro-Bono lawyers provide legal advice to low and modest-income people on a wide range of legal issues, including family, immigration, criminal, and civil law (such as debt, employment, welfare, and housing). Call to book an appointment.

www.accessprobono.ca

Law Students Legal Advice Program (LSLAP)

Call **604-822-5791** to schedule an appointment. Call **604-684-1628** to set up a Chinese language appointment at their

Chinatown clinic. UBC law students provide free legal advice and representation to clients who would otherwise be unable to afford legal assistance. Clinics are located throughout the Lower Mainland. LSLAP cannot assist with certain areas of law including family law and personal injury. They cannot give legal advice over the telephone. Monday-Friday 10:00am-4:00pm.
www.lslap.bc.ca

RISE Women’s Legal Centre
604-451-7447
516 Richards St., Vancouver

A legal clinic that serves low income women in the Lower Mainland for issues in family law and other related areas. Monday-Friday 9:00am-4:00pm.

Disability Alliance BC – Advocacy Access Program
1450-605 Robson St., Vancouver.

Provides support, information, and one-to-one help for people with all disabilities. Can help with applying for benefits and appealing denial of benefits, including PWD and CPP-D. Monday-Friday 8:30am-4:30pm.
www.disabilityalliance.bc.org

Tenant Resource and Advisory Centre (TRAC)
604-255-0546

Provides education and information on residential tenancy matters through their website, Tenant Info-Line, online course, social media, resources available in multiple languages, and legal workshops. Monday, Tuesday, Thursday, Friday -1:00pm-5:00pm, Wednesday 5:30-8:30pm. www.tenants.bc.ca

KNOW YOUR RIGHTS

Staying in a Park

City of Richmond Bylaws

- » A person cannot set up a tent or shelter of any kind in a park. The City has the right to remove any objects that are in the way from parks without delay.
- » A person cannot stay in a park or park their car at a park after hours. Parks are closed between 11 pm to 5am or as otherwise posted.

Asking for Money

BC Safe Streets Act

- » When asking for money people cannot use abusive language, block peoples' path, follow people, ask for money repeatedly, approach a person in a group of 2 or more people.
- » People cannot ask for money from people who are waiting to use an ATM, waiting to use a public washroom or pay phone, waiting at the bus stop, on public transportation, or getting in/out of their vehicle.
- » When asking for money people must keep a distance of 5 meters from ATM, public washroom, and bus stops.

Talking to the Police

Produced by Pivot Legal Society

- » I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases, I must give my name, birthdate and address, or show my ID, but I do not have to say any more.
- » I can say "NO" if the police ask to search me or my things. Saying "NO" does not mean I have something to hide. Police can only search me if I have been placed under arrest if they have a search warrant or if I have said "yes" to the search.

- » I can leave unless I am being detained or arrested.
- » If I am being detained or arrested, I have a right to know why, a right to speak privately to a lawyer – without delay – even if I can't afford to pay, and a right to remain silent.
- » I can only be strip-searched in private and by officers of the same sex.
- » I have a right to know a police officer's name and badge number.
- » I can report a police officer who abuses me, swears at me, or violates my rights.

Transit Police and Private Security

Transit Police have the same legal authority as any other municipal police officer. They can make arrests if they think you have broken the law. Their uniform clearly identifies them as a police officer.

Security guards have the same legal authority as the rest of the public. Security guards can:

- » Make a citizen's arrest if they witness a crime and call the police immediately after
 - » Ask a person to get off the property if they have broken the rules of that property
 - » Search people who are entering the property they are guarding
 - » Use licensed guard dogs
- Security guards cannot use force, restraint, or weapons of any kind and they cannot make an arrest unless they see someone commit a crime. To make a complaint against a private security guard, contact the Ministry of Justice.

What Landlords Can/Cannot ask you

- » Potential Landlords CANNOT ask for: a photocopy of your ID, your driver's license number, your social insurance number, your health history, your criminal/arrest record,

your banking information or your credit card number.

» Potential Landlords CAN ask for: your contact information (phone number or e-mail), information that shows you can pay rent (proof of income or a credit check), references from previous landlords and they can ask to see identification (Driver's license, passport, etc.).

» The landlord may ask for more information but you do not need to provide any information that is not related to renting a place. If the landlord asks for personal information that seems unrelated to renting, you can ask why that information is necessary. Landlords can only use the information you provide for renting purposes.

What Employers Can/Cannot ask you

» When applying for a job, employers CAN ask: if you've had any other names (maiden names), if you are over the legal age to work in BC (16 years old), if you are legally eligible to work in BC, for references, about your education and training, about your skills and qualifications related to the job.

» When applying for a job employers CANNOT ask you personal questions not related to the job such as questions about your race, citizenship, ancestry or birthplace, religious beliefs, gender, sexual orientation, political beliefs, family or marital status, age (unless you are applying for a job related to serving or selling alcohol in which case you need to be over 19), criminal/arrest record (unless it is a job that requires a background check), physical or mental disabilities that do not affect your performance at work.

» If employers ask a personal question, you can ask them how the question is related to the job.

**Updated July 2016*

Showers

Brighthouse Pavilion – Operated by the Richmond Drop In Centre
236-877-1363

Monday-Friday 10:00am-4:00pm at Brighthouse Pavilion. Offers laundry and shower services, as well as other supports for individuals experiencing homelessness, or looking to connect with the OARS program.

St. Alban Anglican Church – St. Alban Shower Program
604-278-2770
7260 St Albans Rd.

Saturdays 8:00am-10:00am. Access to shower, hot breakfast, a bagged lunch and internet access.

Minoru Park Showers
778-834-7972
7191 Granville Ave.

Separate showers for men and women; open from dawn to dusk. Entrances are located by the track, at the north end of the Minoru Centre for Active Living building (accessible from outside of building, not inside). Additional washrooms are located by the bowling green and are open from 6:00am-10:00pm.

McNair Park Showers
9460 No. 4 Rd.

Open from dawn to dusk.

Steveston Community Centre Showers
604-238-8080
4111 Moncton St.

Located at the exterior north side of the Centre. Open from dawn to dusk.

Public Washrooms

**City Park bathrooms are open from dawn to dusk.*

Minoru Park Washrooms

778-834-7972

7191 Granville Ave.

Separate washrooms for men and women. Entrances are located by the track, at the north end of the Minoru Centre for Active Living building (accessible from outside of building, not inside). Additional washrooms are located by the bowling green and are open from 6:00am-10:00pm.

Brighthouse Park Washrooms

604-276-4383

7840 Granville Ave.

Separate washrooms for men and women.

Thompson Community Centre Washroom

604-238-8422

5151 Granville Ave.

Portable toilet open 24 hours a day.

Hugh Boyd Park Washroom

9200 No. 1 Rd.

Portable toilet open 24 hours a day.

Lang Park Washroom (corner of Saba and Buswell)

Portable toilet open 24 hours a day.

Recreation

City of Richmond Recreation Fee Subsidy.

604-247-4909

subsidy@richmond.ca

A program for individuals experiencing financial hardship to access community resources and services.

Recreation Access Card

604-247-4909

Recreation Access Card Program, Community Social Development Department, 6911 No. 3 Rd.

Program for individuals living with a permanent disability to access community resources and services. No. 3 Rd, located outside City Hall at the west side of the building).

Low Cost, No Cost Program Guide

www.richmond.ca/lowcostnocost

Diversity Services creates and publishes four seasonal guides that feature low cost or free programs and services. This guide highlights many programs, activities and special events that are either free or less than \$10. Please check their website for the most up-to-date guide.

Recreation and Culture Guide

www.richmond.ca/parksrec/about.htm

The Recreation & Culture Guide is a published twice a year and provides information on activities, programs, and services for individuals and families in the City of Richmond. This listing also includes free events and activities, and facilities. Please check their website for the most up-to-date guide.

City Recreation Centres and Fitness Facilities

City Centre Community Centre

604-204-8588

5900 Minoru Blvd.

7 Days per week: 6:00am-10:00pm

Minoru Arena

604-238-8465.

7551 Minoru Gate.

Monday-Friday 3:15pm-10:30pm, Weekends
7:45am-10:00pm.

Minoru Centre for Active Living
604-233-6225
7191 Granville Ave.

Monday-Saturday 6:00am-11:00pm, Sunday,
holidays 7:00am-10:00pm.

Thompson Community Centre
604-238-8080
5151 Granville Ave.

Mon-Fri: 6:00am-9:45pm
Sat & Sun: 7:00am-8:30pm

South Arm Community Centre
604-238-8060
8880 Williams Rd.

Mon-Fri: 6:00am-10:00pm
Sat-Sun: 7:30am-9:00pm

West Richmond Community Centre
604-238-8400
Centre 9180 No. 1 Rd.

Mon-Fri: 8:00am-9:30pm
Sat-Sun: 9:00am-2:00pm

Sea Island Community Centre
604-238-8000
7140 Miller Rd.

Call to confirm facility hours.

Cambie Community Centre
604-238-8399
12800 Cambie Road.

Monday-Friday 7:00am-9:45pm, Saturday
9:00am-8:45pm, Sunday 9:00am-9:45pm

Hamilton Community Centre
604-238-8055
5140 Smith Dr.

Mon-Fri: 7:00am-9:30pm

Sat & Sun: 9:00am-4:30pm

Richmond Ice Centre
604-448-5366
14140 Triangle Rd.

Monday-Sunday 6:00am-11:00pm.

Watermania
604-448-5353
14300 Entertainment Blvd.

Monday-Saturday 6:00am-10:00pm, Sunday
10:00am-10:00pm.

Steveston Community Centre
604-238-8080.
4111 Moncton St.

Mon-Fri: 6:00am-9:30pm
Sat & Sun: 7:30am-6:00pm

Outdoor Fitness & Recreation

* Some of these activities may have a fee.

Minoru Park
7191 Granville Ave.

Artificial turf fields, baseball diamond,
bowling greens, tennis courts, basketball
court, cricket pitch, running/walking track.

**West Richmond Pitch and Putt Golf
Course**
604-204-7888
9751 Pendleton Rd.

Monday-Sunday 12:00pm-6:00pm (weather
dependent, please call to confirm if course is
open).

Walk Richmond Walking Series
www.richmond.ca/parksrec/sports/walkrichmond/walkseries.htm

This guided walk series is free for people of
all ages and fitness levels and is led by a
member of the Richmond Fitness and
Wellness Association. Come connect with

other walkers in Richmond. Please see the website for an up-to-date schedule.

Richmond Centre for Disability

604-232-2404

842-5300, No.3 Rd

Provides social and recreational programs for individuals with disabilities. Activities include walking/wheeling groups, karaoke, knitting, social games and creative arts.

Richmond Nature Park

604-238-6188

11851 Westminster Highway

Nature house hours 9:00am-5:00pm, admission by donation. Nature Park trails – open dusk to dawn.

Pathways Clubhouse

604-276-8834

315-8111 Granville Ave. (3rd & 4th floor)

*Must be a member. Membership to Pathways is open to anyone diagnosed with a mental illness. Offers Social Nights on Wednesday and Friday for a nominal fee, and a Physical Wellness Program with a variety of activities including yoga, low-impact fitness classes, and gardening. Monday-Friday 8:30am-4:30pm.

Optical

Medical Services Plan (MSP) provides coverage only in cases of medically required eye exams (such as trauma or disease).

Patients referred by a doctor will not be charged for an eye exam, but the referral must be for a matter related to eye trauma or disease. Everyone who receives income assistance gets specified optical services. Tell the eye clinic you are on income assistance and give them your CareCard or your BC Services Card. They'll verify your

coverage with Pacific Blue Cross. Coverage provides for up to \$47.08 for routine eye exams once every 12 months; New eyeglasses, up to the ministry's maximum rate; New lenses if your eye doctor confirms a change in your prescription; Necessary repairs to lenses or frames. *Note: Some providers may charge above MSP coverage.

Salvation Army

604-277-2424

8280 Gilbert Rd.

With a referral from Salvation Army, free pair of eyeglasses are available to low-income people through LensCrafters Vision Care Program with a valid prescription.

Counselling and Mental Health Services

Vancouver Coastal Health (VCH) Mental Health and Substance Use Services - Richmond

604-204-1111

Provides information and referrals to a wide range of care and services in hospitals, community, or home to those experiencing mental illness or substance issues. Available in English, Punjabi, Cantonese, and Mandarin.

Chimo Community Services - Counselling

604-279-7077

120 - 7000 Minoru Blvd., Richmond, BC

Please call to arrange an appointment.

- **Stopping the Violence**
 - Counselling for women who have experienced violence in a relationship
 - Connections to Nova Transition House, other resources & referrals
- **Adult & Youth Counselling**

- Family & adult counselling; crisis, family dynamics, suicide prevention
- Youth one-on-one & group counselling
- Parenting support & education

Family Services of Greater Vancouver
604-279-7100
250-7000 Minoru Blvd.

Offers general counselling as well as specialized trauma counselling for women and children. Fees based on income; subsidies available. Offices are open to clients by appointment only.

Touchstone Family Services – Front Porch Program
604-279-5599
210-3031 Viking Way.

Offers counselling and support to families and youth in need. Call for intake. Monday-Friday 9:00am-4:30pm, closed weekends.

Transitions
604-244-5488
600-8100 Granville Ave.

Monday-Friday 8:30am-5:00pm. Individual and group counselling is available for adults with substance use and mental health issues. Doctor referral required for some services; can self-refer if you have both mental health and substance use issues. Call for intake or walk in Monday-Friday 9:30am-12pm, 1:00pm-3:30pm. Tuesday evening appointments are available.

S.U.C.C.E.S.S.
604-279-7180
220-7000 Minoru Blvd

Individual, couples and family counselling. Cantonese/Mandarin Service: [604-408-7266](tel:604-408-7266).

Korean Service: [604-468-6005](tel:604-468-6005) ext. 2. Farsi Service: [604-468-6100](tel:604-468-6100) ext. 1

Richmond Mental Health Team
604-204-1111
210-7671 Alderbridge Way.

Provides community-based assessment and treatment, including case management, outreach, and rehabilitation, for adults with a severe and persistent mental illness. Doctor referral required. Monday-Friday 8:30am-4:30pm.

Turning Point OARS Program
604-279-7169

Supports Richmond residents in establishing and maintaining connections to mental health and substance use services. Available for phone, in-person, and drop-in (Monday-Thursday 12-1pm at Brighthouse Park).

Pathways Clubhouse
604-276-8834
315-8111 Granville Ave.

*To access services, you must be a member. Membership to Pathways is free and open to anyone diagnosed with a mental illness. 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. Offers several different programs listed throughout this guide. Monday-Friday 8:30am-4:00pm.

Canadian Mental Health Association - Bounce Back BC Program
1-866-639-0522

Support for adults and youth 15+ to develop skills to manage early signs of anxiety, depression, and stress. Delivered online or over the phone with a coach. Instructional videos available in English,

Cantonese, and Mandarin. Bounceback workbooks are available in English with telephone coaching in English, Mandarin, French, Cantonese, and Punjabi. Individuals can self-refer and register on the website.

www.bouncebackbc.ca

Foundry

604-674-0550

115-8100 Granville Ave.

Provides free counselling, peer support, groups, and resources to youth ages 12-24 and their caregivers. Phone support Monday-Sunday 1:15pm-7:15pm, drop-in services Monday-Thursday 2:00pm-6:00pm, booked appointments may be made up to 14 days in advance. Services can be booked by phone, online, or on the Foundry BC app. Monday-Friday 9:00am-4:30pm. Tools and resources for mental health and substance use can be found at: www.foundrybc.ca

YMCA Greater Vancouver – Y Mind (Youth or Adult)

604-673-6182

Free 7-week mindfulness program for those experiencing stress and anxiety. The program helps individuals learn coping strategies and is led by mental health professionals. Contact Y Mind to learn more. www.gv.ymca.ca/mental-wellness

Substance Use & Support Services

Vancouver Coastal Health (VCH) Mental Health and Substance Use Services – Richmond

604-204-1111

Provides information and referrals to a wide range of care and services in hospitals, community, or home to those experiencing mental illness or substance issues. Available

in English, Punjabi, Cantonese, and Mandarin.

Anne Vogel Clinic

604-675-3975

210-7671 Alderbridge Way

Healthcare professionals can provide referrals. Provides medical care and support to individuals with opioid use disorder. Includes group and individual counselling/education, methadone maintenance, referrals. Offers safer use supplies, naloxone kits and training. Open Monday, Thursday, Friday 9:00am-5:00pm, Tuesday, Wednesday 9:00am-6:00pm.

Turning Point Recovery Society (Richmond Sites)

Men's House: 604-303-6717

Women's House: 604-284-5354

Operates two 10-bed residential recovery houses in Richmond for people seeking help with substance use issues. The program is 3-6 months long, depending on what each client needs, and includes a variety of social, educational, and therapeutic programming. Self and community referrals are accepted, and there are subsidy programs available for those who qualify.

OARS Program – Turning Point Recovery Society

604-279-7169

Provides support in accessing substance use services including harm reduction resources, detox, outpatient programs, and residential recovery programs. Individuals do not need to be interested in Turning Point's residential program to access the OARS program.

Foundry

604-674-0550

115-8100 Granville Ave.

Provides free counselling, peer support, groups, and resources to youth ages 12-24 and their caregivers. Phone support Monday-Sunday 1:15pm-7:15pm, drop-in services Monday-Thursday 2:00pm-6:00pm, booked appointments may be made up to 14 days in advance. Services can be booked by phone, online, or on the Foundry BC app. Monday-Friday 9:00am-4:30pm. Tools and resources for mental health and substance use can be found at: www.foundrybc.ca

Alcohol and Drug Information Referral Service

604-660-9382

Provides information and referral services for substance use treatments and/or supports in the lower mainland. Services are confidential, and multiple languages are available 24 hours a day, 7 days a week.

Vancouver Aboriginal Health Society - Sheway Program

604-216-1699

533 East Hastings Street, Vancouver

Health and social services for pregnant women/new mothers who are experiencing current or previous issues with substance use. Services include counselling, education, prenatal/postnatal care, addictions support, housing, and parenting support. Sheway also helps in providing essentials such as formula, lunches, food bags, clothing, and nutritional supplements.

Peer Support

Richmond Centre for Disability – Peer Support and Recreation Program

604-232-2404.

842-5300, No.3 Rd.

Provides recreational programs for individual with disabilities. Activities include walking/wheeling groups, karaoke, knitting, social games, creative arts and more.

Richmond Cares, Richmond Gives – Seniors Peer Counselling

604-279-7020

190-7000 Minoru Blvd.

Free one-to-one counselling for seniors living in Richmond, multiple languages available. Provided over the phone or video call.

Richmond Mental Health Consumer and Friend's Society

604-675-3977

210-7671 Alderbridge Way

Self-governing peer run mental health organization providing peer support and a full calendar of interesting and diverse activities to all adult mental health consumers living in Richmond BC.

Vancouver Aboriginal Health Society – Elders and Knowledge Keepers

604-254-9949

449 East Hastings Street, Vancouver

Includes one-to-one visits with Elders/Knowledge keepers, therapeutic listening, indigenous ceremonies, advocacy, and referrals to services.

QMUNITY: BC's Queer Resource Centre

604-684-5307

Provides information, education, support groups, advocacy, and referrals for LGBTQ2S+ and allies. www.qmunity.ca

Free or Low-Cost Clothing & Household Items

Working Gear

778-877-0147

520 Powell St., Vancouver

Provides work related clothing and footwear free of charge to men and women re-entering the workforce. Wednesday 6:00pm-8:00pm, Saturday 10:00am-12:00pm.

Referral agencies can be found at:

www.workinggear.ca

Richmond Shares

604-279-7061

Provides donated household items for free to low-income Richmond residents. Individuals can browse the Richmond Shares website for needed items and arrange exchange with the donator. No referral required. www.richmondshares.bc.ca

Western Regional Advocacy Group Society (WRAGS)

604-214-0613

370-3771 Jacombs Road

Works in partnership with Sleep Country Canada and The Brick to provide mattresses to those in need. Referral required from MSDPR for ministry clients wishing to get a free cleaned and sanitized mattress and delivery service. Free mattresses (not cleaned or sanitized) are also available for pick-up from the WRAGS warehouse.

Salvation Army

604-277-2424

8280 Gilbert Rd.

Winter clothing distributed in December to those in need. Call for more information.

Emergency Social Assistance is offered on an individual and case-by-case basis. Help with essential needs such as food, clothing, and small furniture always available. Other requests will be considered

HomeStart Foundation

604-708-9556

www.homestart.ca

Delivers donated home furnishings free of cost to people in need. Referrals can be made from HomeStart's member agencies

Richmond Animal Protection Society Thrift Store

604-244-7529

8260 Granville Ave and 9040 Francis Road

Monday-Saturday 10:00am-5:00pm (Closed Sundays).

SPCA Richmond Thrift Store

604-276-2477

160-5400 Minoru Blvd.

Monday-Saturday 10:00am-6:00pm, Sunday 11:00am-5:00pm.

SOS Children's Village Thrift Store

604-274-8866

3800 Moncton Street

Monday-Sunday 11:00am-5:00pm

Value Village

604-248-2285

8240 Granville Ave.

Monday-Sunday 10:00am-8:00pm, Tuesday-Saturday 10:00am-9:00pm.

Richmond Family Place Thrift Store

604-278-4336

8660 Ash Street

Monday-Saturday 10:00am-3:30pm.

Mondays are Senior's Day – half price items for 60+. Fridays are half price off household items, books, and toys.

Richmond Hospital Auxiliary Thrift Shop

604-271-1551

3731 Chatham Street (corner of 2nd Ave. in Steveston)

Weekends 12:00pm-3:00pm, Tuesdays, Wednesdays, Thursdays 10:00-3:00pm.

Closed on Mondays, Fridays, and Holidays.

Hours may change as necessary, please call to confirm.

Volunteer Opportunities

Richmond Cares Richmond Gives
604-279-7020

190-7000 Minoru Blvd

<http://www.rcrg.org/VolunteerNow>

Connects people with volunteer opportunities in Richmond. Call for a free appointment to receive assistance from a Volunteer Match Advisor.

Richmond Food Bank Society
604-271-5609

100-5800 Cedarbridge Way

www.richmondfoodbank.org/volunteer

Various volunteer opportunities available

The Sharing Farm Society
604-227-6210

2771 Westminster Hwy

Opportunities to learn about gardening and harvesting a variety of different foods. No experience is required, suitable for all ages and abilities.

Pathways Clubhouse
604-276-8834
8111 Granville Ave.

*Must be a member. Membership to Pathways is open to anyone diagnosed with a mental illness. Offers a few volunteer opportunities within the clubhouse and provides support for people to find and maintain volunteer positions in the community.

Richmond Animal Protection Society (RAPS)
604-275-2036
203-13340 Smallwood Place

Opportunities to volunteer at the Adoption Centre, Cat Sanctuary, Animal Hospital and Thrift Store.

Income Tax Clinics

Community Volunteer Income Tax Program (CVITP)

Community organizations host tax preparation clinics and arrange for volunteers to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation. You may be eligible if you have a simple tax situation and do not have income greater than the family income level. See the chart below to see if you fall below the suggested family income level:

Taxpayer	Family Income
Individual	\$35,000
Couple	\$45,000

Volunteers do not prepare returns for individuals who:

- » Have self-employment income
- » Have business or rental income and expenses
- » Have capital gains or losses
- » Have employment expenses
- » File for bankruptcy
- » Are deceased in the year

You can find the tax clinic directory at:

www.canada.ca

Chimo Community Services – Income Tax Services

604-279-7077

120 - 7000 Minoru Blvd.

Year-round assistance with income tax forms. Services offered in multiple languages.

www.chimocommunityservices.com

Richmond Cares Richmond Gives
604-279-7020

190-7000 Minoru Boulevard

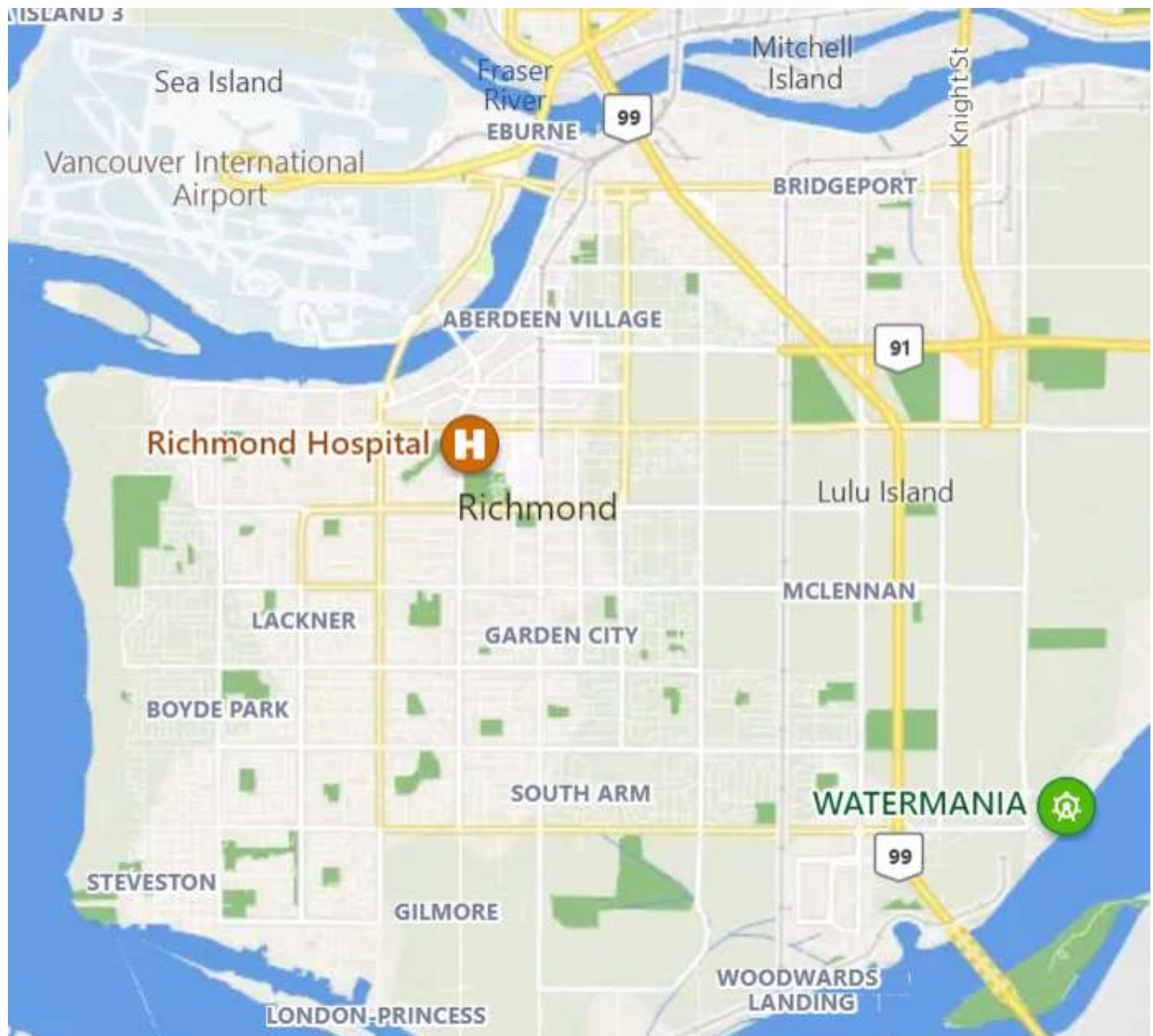
Provides year-round help with ling
income tax.

**Note: There are other income tax clinics
that are open every year from January-
March. Contact an outreach worker at these
times for more information.*

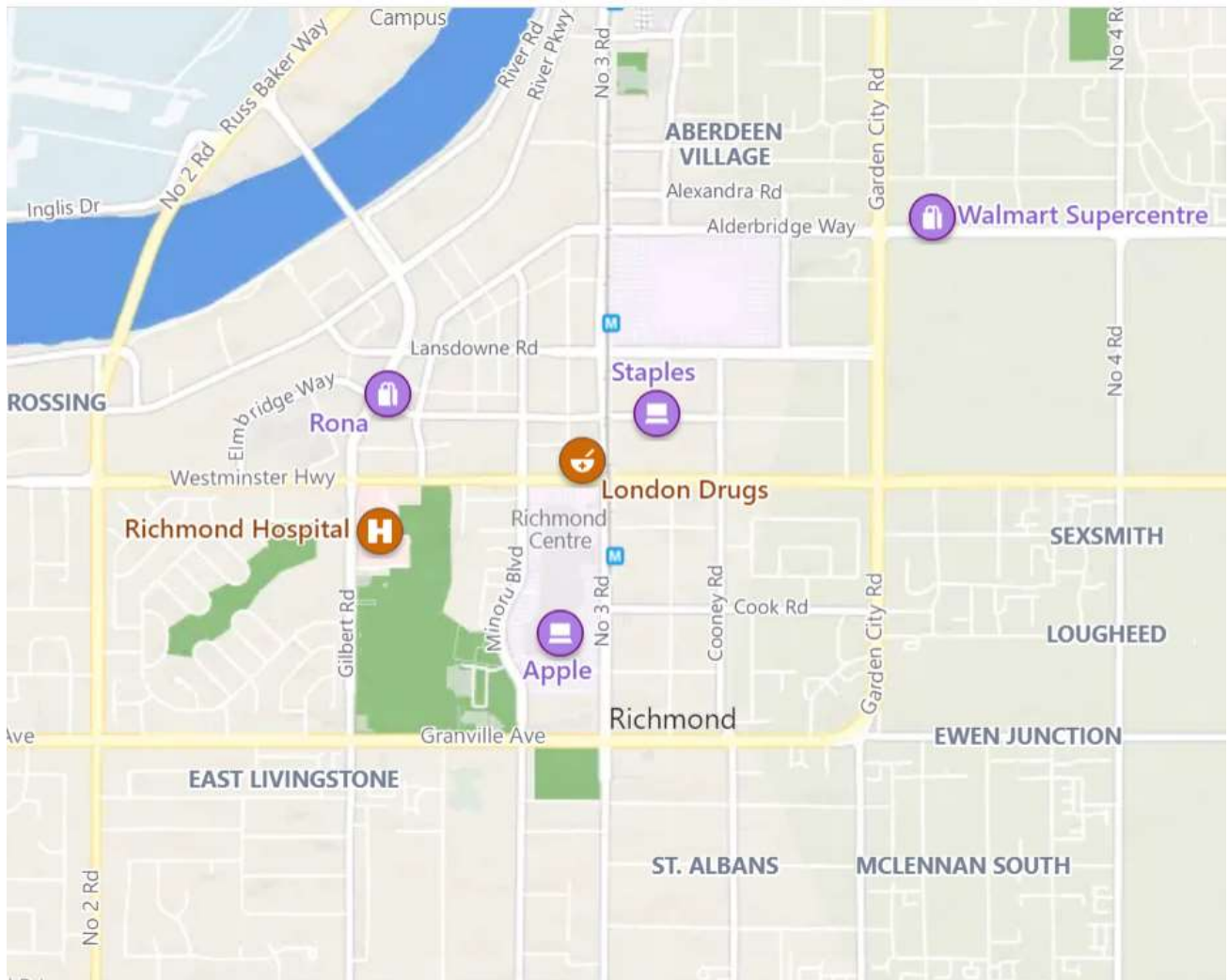
REPLACING ID

The steps to replace lost/stolen ID or get ID
for the first time will depend on your
situation and what ID you have now.
Generally, if you do not have any ID the first
step is to get a copy of your birth certificate.
An outreach worker can help guide you
through the process, fill out applications,
and look at fees for getting your ID.

**Note: When applying for a birth certificate,
make sure you are contacting the Vital
Statistics agency in the province where you
were born, and not a third-party agency that
will charge you extra for doing the
application.*



Notes: _____



Notes:

My Important Numbers:

My Appointments:

Things I need to remember:

This Guide is produced by Turning Point Recovery Society for the community of Richmond BC. **Original work on this guide was informed and developed by a group of persons with lived experience of homelessness in Richmond in 2017.**

To suggest any edits or report any errors, please email
admin@turningpointrecovery.com

