

CITY OF RICHMOND

Homelessness Resource Guide



March 2024



Richmond Homelessness Resource Guide

This guide highlights a range of City, provincial, federal and community resources available to support individuals and families that are experiencing homelessness or at risk of being unhoused.



The information in this guide is up to date at the time of printing. Information may change and publications may go out of print without notice. Visit www.Richmond.ca for an updated version of the Richmond Homelessness Resource Guide. For more information contact: Homelessness, Program Lead 604-276-4243 or email SocialPlanning@Richmond.ca.

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Crisis Lines

Crisis Lines Available 24 Hours 7 Days a Week

Battered Women's Support Services Crisis and Intake Line

604-687-1867

Text: 604-652-1867

TTY: 604-686-6732

Intake@Bwss.org or
Information@Bwss.org

www.Bwss.org

If you are in immediate danger call 9-1-1. The crisis and intake line provides emotional support to women who have or are experiencing gender-based domestic violence. Services are available 24 hours a day, 7 days a week.

Greater Vancouver Crisis Line

604-872-3311 or 1-800-784-2433

TTY: 1-866-872-0113

Free, confidential crisis support and suicide intervention is available 24 hours a day, 7 days a week. The 1-800-784-2433 phone line is available in over 140 languages using a language service.

Hope for Wellness Helpline - Indigenous Services

1-855-242-3310

www.HopeForWellness.ca

Free crisis support for Indigenous people by phone or online chat in English and French. Call for times available in Cree, Ojibway or Inuktitut. Services are available 24 hours a day, 7 days a week.

Indian Residential School Crisis Line

1-866-925-4419

Free crisis support for former Indian Residential School students and their families. Services are available 24 hours a day, 7 days a week.

KUU-US Crisis Line Society

1-800-588-8717

Métis Line 1-833-638-4722

www.Kuu-UsCrisisLine.com

Culturally safe, Indigenous crisis support is available 24 hours a day, 7 days a week. Text 778-601-8009 and online chat is available 6:00 p.m.–7:00 a.m.

Missing and Murdered Indigenous Women and Girls Crisis Line

1-844-413-6649

www.Mmiwg-Ffada.ca/Aftercare-Services

MMIWG provides counselling and cultural support services for survivors, family members and those affected by the issue of missing and murdered Indigenous women and girls. Services are available 24 hours a day, 7 days a week.

Seniors Crisis Line

604-872-1234

Free, confidential crisis support and suicide intervention for seniors or anyone concerned about a senior. Services are available 24 hours a day, 7 days a week.

VictimLinkBC

1-800-563-0808

Call TTY at 604-875-0885. To call collect, please call the Telus Relay Service at 711. Text 604-836-6381.

VictimLinkBc@bc211.ca

Immediate crisis support, information and referrals for victims of violence and/or abuse by phone, text or email. Available in 150 languages including many Indigenous languages. Services are available 24 hours a day, 7 days a week.

Crisis Lines with Limited Hours

Animal Control - B.C. Society of Prevention of Cruelty to Animals

604-709-4668 available 10:00 a.m.–6:00 p.m.

604-879-7343 available 6:00 p.m.– 12:00 a.m.

www.Spca.Bc.ca

The SPCA offers assistance to keep a pet, lost and missing pets, pet food bank, or rehoming services.

Chimo Community Services – Crisis Line and Live Chat

604-279-7070

Free, confidential, emotional support for people in crisis or in need of someone to speak to. Services are available 7 days a week 8:00 a.m.–12:00 a.m. and live chat, Thursday to Saturday 4:00 p.m.–10:00 p.m.

PrideLine BC

604-684-6869

Provides free LGBTQ2S+ peer support, referrals and information for anyone in B.C. Services are available 7 days a week from 7:00–10:00 p.m.

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

1-888-721-0596

The helpline is free and confidential, languages available are; Mandarin line 1, Cantonese line 2. Services are available 7 days a week 10:00 a.m.–10:00 p.m.

Services in; Korean line 3, Farsi-Dari line 4, Ukrainian line 5 are available Monday to Friday 10:00 a.m.–8:00 p.m. and Saturday and Sunday 10:00 a.m.– 5:00 p.m.

Youth in BC

www.YouthInBC.com

Free, confidential crisis support via online chat for youth is available from noon to 1:00 a.m. 7 days a week.

Drop-in Spaces

Richmond Drop-in Centre

604-644-1418

7840 Granville Avenue

Services include laundry and showers. Supports and referrals for individuals experiencing homelessness are available at the Drop-in Centre Monday to Friday 9:00 a.m.–4:00 p.m. Lunch is served 12:00–1:00 p.m. Hours of operation can change, phone to confirm.

Women's Resource Centre

604-279-7060

110–7000 Minoru Blvd.

www.RichmondWomensCentre.org
Office@RichmondWomensCentre.org

Call, email or drop in for information and resources on issues such as health, legal rights, family issues, housing, violence and services. RWRC also offers support groups and programs including Work Ready, English writing, and a women's speaker series. Services are available Mondays to Thursdays, 10:00 a.m.–3:00 p.m.

Outreach

Chimo Community Services

604-279-7077

www.ChimoServices.com

Chimo offers law advocacy, housing services, newcomer settlement support, counselling, youth engagement programs, outreach worker, homelessness prevention program, and a crisis line and chat. Services are available Monday to Friday 9:00 a.m.–4:30 p.m.

Connections Community Services

604-271-7600

110-5751 Cedarbridge Way

www.ConnectionsCommunityServices.com

Connections supports children, youth and families and includes programs for seniors. The Indigenous Vision and Voice program offers cultural workshops, family nights and connects support and services to Indigenous youth and families.

Turning Point Recovery Society - Outreach and Resource Support Program (OARS)

604-279-7169

Monday to Friday OARS workers are available for appointments in the community or by phone. Drop-in visits are available at Brighthouse Pavilion, Monday to Friday 9:00 a.m.–3:00 p.m.



Meals and Food Services

Community Meals

1 Richmond Presbyterian Church

604-277-5410

7111 No. 2 Road

Meals are served for take-out on Monday from 5:00–6:00 p.m.

2 Peace Mennonite Church

604-202-7479

11571 Daniels Road

Meals are served monthly on the first and third Tuesday, 5:30–7:00 p.m. (except for July and August)

3 St. Alban's Church

604-278-2770

7260 St. Alban's Road

Meals are served for take-out on Tuesday from 5:30–6:00 p.m. and Friday from 11:30 a.m.–12:00 p.m.

4 Church on Five (Richmond Bethel Church)

604-274-2811

10200 No. 5 Road

Meals are served on Wednesday at 6:00–6:45 p.m.

5 Gilmore Park United Church

604-277-5377

8060 No. 1 Road

Meals are served for take-out on Thursday from 5:30–6:30 p.m.

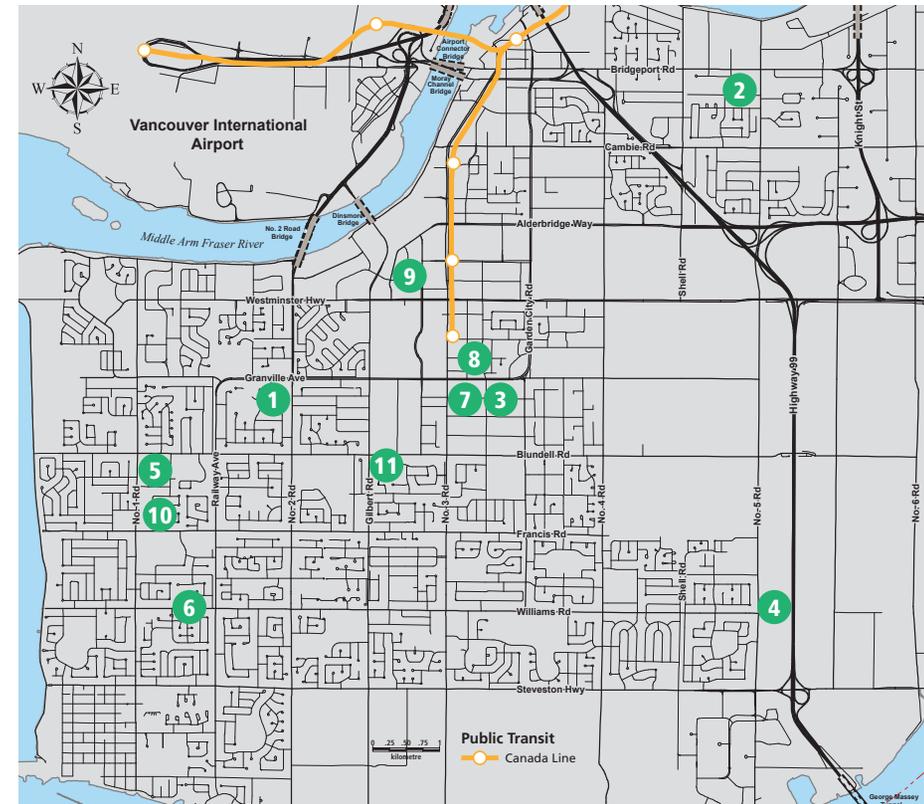
6 St. Joseph the Worker

604-277-8353

4451 Williams Road

Meals are served on Saturday at 6:00 p.m.

Drop-in Meals and Food Services Map



Food Services

7 Healthiest Babies Possible - Emergency Good Food Bag Program

604-675-3982

8100 Granville Ave.

www.vch.ca/en/service/Healthiest-Babies-Possible-Program

People who are pregnant may self-refer by phone, drop-in or by filling out a form. The free program provides nutrition counselling, health education, food access and social support to pregnant people facing challenging life circumstances.

Meals on Wheels Richmond

Western meals on wheels: 604-732-7638
or wMow@CareBc.ca

Chinese meals on wheels: 604-733-6615
or cMow@CareBc.ca

www.CareBc.ca/meals-on-wheels

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

8 Pathways Clubhouse

604-276-8834

315-8111 Granville Avenue

www.PathwaysClubHouse.com

Meals are available daily at the clubhouse to eat in or take-out at 12:00 p.m. for about \$2. Must be a member. Membership to Pathways is free and open to anyone diagnosed with a mental health condition.

9 Richmond Food Bank

604-271-5609

100-5800 Cedarbridge Way

The Food Bank provides Richmond residents with healthy food choices. New clients must bring ID or proof of Richmond residency (exceptions can be made for those without ID). If possible register online ahead of time. Bring shopping bags for groceries. Delivery is available for those unable to pick up due to disability, injury or illness with a note from a social worker.

Distribution locations:**9 Cedarbridge**

100-5800 Cedarbridge Way

Monday, Wednesday, Saturday
11:00 a.m.–2:00 p.m.

Seniors 65+ Thursday 11:00 a.m.–2:00 p.m.

4 Church on Five

10200 No. 5 Road

Wednesday 4:30–5:30 p.m.

2 Peace Mennonite Church

11571 Daniels Road

Tuesday 3:30–5:00 p.m.

10 West Richmond Express Food Hub

Petro-Canada 4011 Francis Road

Pick up is in the parking lot across Francis Road across from Petro-Canada

Monday 3:30–5:00 p.m.

Drive through or walk-ins welcome

11 The Salvation Army

604-277-2424

8280 Gilbert Road

Emergency food hampers are available every Tuesday from 10:00 a.m.–3:00 p.m. closed 12:30–1:00 p.m. Following a long weekend hampers are available on Wednesday.

**Shelters****BC211**

2-1-1

www.BC.211.ca/shelter-lists

Call or text 2-1-1 to find available shelter beds and services. BC211 provides information and referrals for community, government, social services and when extreme weather alerts are issued or cancelled.

Extreme Weather Response Shelter & Winter Warming Centre<https://Smap.BcHousing.org/>

A map and listing of year-round shelters, drop-in centres and extreme weather response shelters. This site will update when extreme weather alerts are issued or cancelled.

Richmond House - The Salvation Army

604-276-2490

12040 Horseshoe Way

A 30 bed shelter for men and women. Call daily for waitlist status. Guests can stay on-site 24 hours a day, 7 days a week.

Nova Transition House - Chimo Community Services

604-270-4911

www.ChimoServices.com

Provides emotional support, resources and accomodation for women and children fleeing violence. Services are available in multiple languages 24 hours a day, 7 days a week.

Housing**BC Housing**

604-433-2218

101-4555 Kingsway, Burnaby

www.BCHousing.org

BC Housing maintains a waitlist of subsidized housing options across the Lower Mainland. Individuals who are eligible can apply to be added to the housing waitlist online or with the assistance of an outreach worker.

Atira

604-800-8882

HppVancouver@atira.bc.cawww.Atira.bc.ca

Cadence Housing for Women and Children offers 15 units of transitional housing to women and children who have been impacted by violence. Women are able to stay at Cadence for up to 24 months.

Homeless Prevention Program- Chimo Community Services

604-279-7077

120-7000 Minoru Boulevard

www.ChimoServices.com

Chimo supports individuals and families who meet the criteria and are homeless or at risk of homelessness to remain in their current housing; or secures them safe and affordable housing with a monthly housing subsidy. Call for more information.

Indigenous Housing Provider Listwww.BCHousing.org/Housing-Assistance/Rental-Housing

Provides a list of Indigenous housing organizations that offer off-reserve housing available for people with Indigenous 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

www.SuccessBC.ca/service-categories/Housing

S.U.C.C.E.S.S. operates and manages over 900 affordable housing units in 10 locations in Metro Vancouver in collaboration with BC Housing and Metro Vancouver municipalities. Call for more information.

Supported Housing Program - Pathways Clubhouse

604-276-8834

315-8111 Granville Avenue

www.PathwaysClubHouse.com

Pathways offers housing support services to adults who are accessing clinical services and supports in Richmond and are in financial need. Must be a member. Membership to Pathways is free and open to anyone diagnosed with a mental health condition.

**City of Richmond
Affordable Housing Guide**

www.Richmond.ca/Shared/Assets/AffordableHousingGuide66343.pdf



Showers

Richmond Drop-in Centre, Washroom, Shower and Laundry

604-644-1418

7840 Granville Avenue

The Drop-in Centre offers laundry and shower services Monday to Friday 8:00 a.m.–4:00 p.m. Washrooms are open dawn to dusk.

McNair Park Washroom and Shower

9460 No. 4 Road

Open dawn to dusk.

Minoru Park Washroom and Shower

778-834-7972

7191 Granville Avenue

Minoru Centre for Active Living washrooms and showers for serving Minoru Park are accessible and are located on the exterior north end of the building. Open dawn to dusk, 7 days a week. An additional washroom next to the bowling green is open 6:00 a.m.–10:00 p.m.

Steveston Community Centre Washroom and Shower

604-238-8080

4111 Moncton Street

Located on the exterior north side of the Centre, the washroom and shower are open community centre hours. Monday to Friday 6:00 a.m.–9:00 p.m. Saturday and Sunday 8:00 a.m.–6:00 p.m.

Laundry

Blundell Coin Laundry

778-297-7874

Open Monday Wednesday Thursday Friday 8:30 a.m.–7:00 p.m.
Tuesday 10:00 a.m.–4:00 p.m.
Saturday 9:00 a.m.–6:00 p.m.
Sunday 10:00 a.m.–6:00 p.m.

Easy Kleen Laundromat & Drycleaning

604-273-6925

Open 7 days a week. 7:00 a.m.–11:00 p.m. including all holidays.

Garden City Coin Laundry

604-244-1120

Open 7 days a week.
Monday to Friday 8:30 a.m.–7:00 p.m.
Weekends 8:30 a.m.–6:00 p.m.

Richmond Drop-in Centre

604-644-1418

7840 Granville Avenue

Services are free and include laundry and showers available 8:00 a.m.–4:00 p.m. for individuals experiencing homelessness. Hours are subject to change.

Free or Low-Cost Clothing and Household Items

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 Family Place Thrift Store

604-278-4336

8660 Ash Street

Tuesday, Thursday and Friday 10:00 a.m.–12:30 p.m.
Wednesday and Saturday 10:00 a.m.–3:00 p.m.

Richmond Hospital Auxiliary Thrift Shop

604-271-1551

3731 Chatham Street

Monday to Thursday 10:00 a.m.–2:45 p.m.
Weekends 12:00 p.m.–2:45 p.m.

Richmond Shares

604-279-7061

www.RichmondShares.bc.ca

Provides donated household items for free to low-income Richmond residents. Individuals can browse the website for needed items and arrange exchange with the person who listed the item.

The Salvation Army

604-277-2424

8280 Gilbert Road

The Salvation Army can help with basic needs such as food, clothing and small furniture. Winter clothing is distributed in December to those in need. Call for more information.

SOS Children's Village Thrift Store

604-274-8866

3800 Moncton Street

Monday to Sunday 10:00 a.m.–4:30 p.m.

Value Village

604-248-2285

8240 Granville Avenue

7 days a week 9:00 a.m.–9:00 p.m.

Western Regional Advocacy Group Society - WRAGS

604-214-0613

370-3771 Jacombs Road

www.WragsBC.Wixsite.com/Wrags

A referral is required from Ministry of Social Development and Poverty Reduction for a free cleaned, sanitized mattress and delivery service. Free mattresses (not cleaned or sanitized) are also available for pick-up from the WRAGS warehouse.

Working Gear

778-877-0147

475 Main Street, Vancouver

www.WorkingGear.ca

Provides work-related clothing and footwear free of charge to men and women re-entering the workforce. The website has a list of referring agencies.



Health

Walk-in Clinics

Anne Vogel Clinic

604-675-3975
210-7671 Alderbridge Way

The clinic provides medical care and support to individuals with opioid use disorder. Healthcare professional or self-referrals are accepted. Services include counselling and education, methadone or other medication maintenance, harm reduction support and referrals. Walk-ins welcome. Open Monday, Thursday, Friday 9:00 a.m.–5:00 p.m., Tuesday, Wednesday 9:00 a.m.–6:00 p.m.

Elicare Lansdowne Medical Clinic

604-242-1862
140-5611 Cooney Road

Open Monday to Friday 9:00 a.m.–5:00 p.m.

Gilwest Clinic - Richmond Hospital

604-244-5118
7000 Westminster Highway

Gilwest Clinic provides STI, HIV testing, pre-exposure prophylaxis referrals and prescriptions and Hepatitis C treatment. Services are available Monday, Tuesday, Wednesday, Friday 9:00 a.m.–4:30 p.m. and Thursday 4:00–8:00 p.m.

Richmond Urgent and Primary Care

604-675-2768
110-4671 No. 3 Road

Care is provided for unexpected, non-life-threatening health concerns that require same-day treatment. Including fever, cuts, mental health, infections and sprains. Open Monday to Saturday 8:00 a.m.–10:00 p.m., Sunday 9:00 a.m.–5:00 p.m. Last patient is accepted approximately 1 hour prior to closing.

Thrive Medical Clinic

604-227-4917
8060-11688 Steveston Hwy

Open Monday to Friday 9:30 a.m.–4:30 p.m.
Saturday 10:00 a.m.–2:00 p.m.

Mental Health, Substance Use and Support Services

Alcohol and Drug Information Referral Service

604-660-9382

Information and referral services for substance use treatments and/or supports in the Lower Mainland is provided. Services are confidential, offered in multiple languages and are available 24 hours a day, 7 days a week.

Chimo Community Services

604-279-7077
120-7000 Minoru Boulevard

www.ChimoServices.com

Offers counselling for women who have experienced violence in a relationship, referrals to Nova Transition house and other resources. Provides counselling for families, youth and adults including crisis, family dynamics, suicide prevention and parenting support.

Family Services of Greater Vancouver

604-279-7100
250-7000 Minoru Boulevard

www.fsgv.ca

FSGV offers general counselling as well as specialized trauma counselling for women and children. Service fees are based on income. Subsidies are available.

Mental Health and Substance Use Services - Vancouver Coastal Health

604-204-1111

Information and referrals are available for a wide range of care and services in hospitals, community, or home to those experiencing mental health conditions or substance issues. Interpreters are available for many languages. Services are available Monday to Friday 9:00 a.m.–4:15 p.m.

Pathways Clubhouse

604-276-8834
315-8111 Granville Avenue

www.PathwaysClubHouse.com

Pathways offers programming and a supportive environment that focusses on each person's strengths and talents rather than diagnoses. Monday to Friday 8:30 a.m.–4:00 p.m. Must be a member. Membership to Pathways is free and open to anyone diagnosed with a mental health condition.

Richmond Mental Health Team

604-675-3975
3rd Floor 7671 Alderbridge Way

Provides community-based assessment and treatment, including case management, outreach and rehabilitation for adults with a severe and persistent mental health condition. A doctor referral is required. Services are available Monday to Friday 9:00 a.m.–4:15 p.m.

Sheway Program - Vancouver Aboriginal Health Society

604-216-1699
533 East Hastings Street

www.Vahs.Life/SheWay

Health and social services for pregnant women/new mothers who are experiencing current or previous issues with substance use. Services include counselling, education pre/postnatal care, addictions support, housing and parenting support. Sheway also helps by providing basic needs such as formula, food and clothing.

Toward the Heart

www.TowardTheHeart.com

Toward the Heart website has a search to find a harm reduction or Naloxone program and peer worker training. People can get real-time text messaging to receive toxic drug and health alerts or share information about toxic drugs in their community. This service is anonymous. To sign up, text the word JOIN to 253787. Visit Toward the Heart Alerts and Projects for a list of words you can text in order to receive other information, such as where to find naloxone or how to get drugs tested.

Transitions Concurrent Disorders Program

604-244-5488
600-8100 Granville Avenue

Individual and group counselling is available for adults with substance use and mental health conditions. A doctor referral is required for some services; intake hours are Monday to Friday 8:30 a.m.–5:00 p.m. or walk-in and self-referral are Monday to Friday 9:30 a.m.–12:00 p.m. and 1:00 a.m.–3:30 p.m. Tuesday evening appointments are available.

Turning Point Recovery Society

www.TurningPointRecovery.com

Turning Point offers counselling, outreach and referrals at no cost for individuals with addiction and mental health needs, for information on these services call 604-279-7169, or visit us in person at our Drop in Centre at Brighthouse Pavilion (7840 Granville Ave). To inquire about any of Turning Point's other programs, including bed-based recovery programs in Richmond, Vancouver, North Vancouver, or Squamish please call 604-303-6844

Services with Walk-In Harm Reduction Supplies

Anne Vogel Clinic

604-675-3975
210-7671 Alderbridge Way

The clinic provides medical care and support to individuals with opioid use disorder. Healthcare professional or self-referrals are accepted. Services include counselling and education, methadone or other medication maintenance and referrals. Offer safer-use supplies,

naloxone kits and training. Walk-ins welcome. Open Monday, Thursday, Friday 9:00 a.m.–5:00 p.m., Tuesday, Wednesday 9:00 a.m.–6:00 p.m.

Foundry

604-674-0550
101-5811 Cooney Road
www.FoundryBC.ca

Foundry provides free counselling, peer support, harm reduction supplies and resources to youth ages 12-24 and their family or caregivers. Phone support is available Monday to Sunday 1:15 p.m.–7:15 p.m., drop-in intake for mental health and substance use Wednesday, Thursday 2:00 p.m.–5:00 p.m. Services can be booked by phone, online or the Foundry BC app. The centre is open Monday to Thursday 8:30 a.m.–6:00 p.m. Friday 8:30 a.m.–5:00 p.m.

General Health Services

Access Richmond Website

www.AccessRichmond.ca

Access Richmond provides a list of sites around the city that are wheelchair accessible.

8-1-1

8-1-1

8-1-1 is a free provincial health information and advice phone line. They can offer help finding health information and services, or connect directly to a registered nurse, dietitian, or pharmacist. Services are offered 24 hours a day, 7 days a week in Punjabi, Cantonese, Mandarin and English.

BC Poison Control

1-800-567-8911

www.Dpic.org

Call 9-1-1 for emergencies. Poison Control answers concerns about poisoning or exposure to toxic substances. Services are available in many languages, 24 hours a day, 7 days a week.

Elders/Cultural Program - Vancouver Aboriginal Health Society

604-254-9949 ext 228
449 East Hastings Street, Vancouver
www.vahs.life/our-circle-strong

The Elders program offers a vital cultural pathway for individuals, families, and communities to keep spirits, hearts, and minds healthy and strong. The program aims to improve participants' holistic wellness and develop positive identities through a connection to Indigenous culture.

HealthLinkBC - Health Connect Registry

www.HealthLinkBC.ca/Health-Connect-Registry/Richmond

HealthLink keeps a waitlist for people who are seeking a family doctor or nurse practitioner.

Heart of Richmond AIDS Society

604-277-5137
201-6411 Buswell Street

www.HeartOfRichmond.com

Heart of Richmond provides advice and support to Richmond residents living with HIV/AIDS and their family, friends or caregivers. Programs include education and prevention, grocery vouchers, supplementary health fund and a weekly support group. Tuesday to Friday 9:30 a.m.–4:30 p.m.

Pathways Medical Care Directory

www.PathwaysMedicalCare.ca

A directory of clinics, virtual care, nurse practitioners and a service to find same-day doctor care is available.

QMUNITY

604-684-5307

www.Qmunity.ca

Qmunity provides information, education, support groups, advocacy and referrals for 2SLGBTQI+ and allies.

Red Cross Short Term Health Equipment Loan Program

604-270-4224

101-3850 Jacombs Road

The Red Cross 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. A referral form from a health professional is required.

Richmond Centre for Disability

604-232-2404

842-5300 No. 3 Road

www.rcdRichmond.org

Disability-led and community based not-for-profit that provides services related to disability issues. An Information and Networking Coordinator can help with applying for government benefits including Persons with Disability designation and Canada Pension Plan Disability Benefits, and provide resources for leading a more independent life.

Dental

BC Dental Association

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

www.bcDental.org

The Dental Association provides dental information and dentist referrals to the public. A directory of reduced cost dental clinics and an online search tool to find a dentist are available on the website.

Dental Clinic - Vancouver Aboriginal Health Society

604-254-9900
455 East Hastings Street, Vancouver

www.Vahs.Life/Dental-Clinic

This clinic offers preventative and urgent services to patients with little or no dental coverage. Those with coverage are required to bring ID. Please call for appointment; walk-ins are not accepted. This clinic is trauma and violence informed.

Dental Coverage

Adults and their spouses receiving Persons with Disability or People with Persistent Multiple Barriers benefits are eligible for up to \$1,000 in dental coverage over 2 years. Provide the dental office with your CareCard or BC Services Card and tell them about the benefits to access.



These facilities offer free Wi-Fi; no password is necessary.

City of Richmond Wi-Fi Network

Available in City Hall and Community Centres
Wi-Fi network: @richmondbc

Richmond Centre Mall Wi-Fi Network

6551 No. 3 Road
Monday to Saturday 10:00 a.m.-9:00p.m.
Sunday and Holidays 11:00 a.m.-7:00 p.m.

Wi-Fi network: CFPublicWifi

Richmond Olympic Oval Wi-Fi Network

6111 River Road
Wi-Fi network: #TELUS

Richmond Public Library

Brighthouse Branch
100-7700 Minoru Gate

Cambie Branch
150-11590 Cambie Road

Ironwood Branch
8200-11688 Steveston Highway

Steveston Branch
4111 Moncton Street

All branches open Monday to Friday
9:00 a.m.–9:00 p.m. Saturday, Sunday
10:00 a.m.–5:00 p.m. Closed on holidays.
Check www.yourlibrary.ca to confirm hours. Computers and Wi-Fi are available at all branches.

Wi-Fi network: Richmond Public Library



ACCESS - Aboriginal Community Centre Employment Services Society

604-251-7955
110-1607 East Hastings Street, Vancouver
www.AccessFutures.com

Access provides Indigenous residents of Metro Vancouver funding to gain skills for employment, job training and career advising. Call to book an appointment.

Manpower

604-682-1651
805-1021 W Hastings Street, Vancouver
www.ManPower.ca

Manpower provides career guidance, training and job opportunities for men and women.

Pathways Clubhouse - Employment Programs

604-276-8834
315-8111 Granville Avenue
www.PathwaysClubHouse.com
Pathways provides transitional and supported employment programs, as well as support with job searches. Must be a member. Membership to Pathways is free and open to anyone diagnosed with a mental health condition.

PeopleReady

604-874-5567
1688 East Broadway, Vancouver
www.PeopleReady.com
PeopleReady helps people find temporary work. Open Monday to Friday 5:30 a.m.–6:00 p.m.

Richmond Women's Resource Centre - Work Ready Program

604-279-7060
110-7000 Minoru Boulevard
www.RichmondWomensCentre.org
A free 3-month work-readiness program for women. Call for more information.

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

604-279-7180
www.Success.bc.ca
S.U.C.C.E.S.S. offers a variety of employment training opportunities for youth, adults and a program specifically for women.

WorkBC

778-732-1529
8111 Granville Avenue
www.WorkBC.ca
WorkBC provides help with career exploration, job search strategies, planning for education and training, accessing training funds, learning about starting a business, resume writing and job listings. Appointments are available for virtual and in-person meetings.



Credit Counselling and Financial Coaching

Credit Counselling Society

604-527-8999

www.NoMoreDebts.org

CCS offers confidential credit counselling, debt repayment, consolidation programs and personal budget planning. Appointments are by phone and service is free, non-judgemental and solution-focused.

Family Services of Greater Vancouver

604-279-7100

www.fsgv.ca

Provides financial support through workshops, referrals to financial coaching and a phone hotline for financial crises: 1-800-609-3202. Services are offered by phone.

Financial Literacy Workshops

Banking and budgeting workshops are offered throughout the year by organizations. Outreach workers can assist in finding an upcoming workshop.

Income Tax Clinics

Chimo Community Services

604-279-7077

120-7000 Minoru Boulevard

www.ChimoServices.com/Advocacy/Outreach-Advocacy

Chimo offers year-round assistance with income tax forms. Services are offered in multiple languages.

Community Volunteer Income Tax Program

www.canada.ca/en/services/taxes

Community Organizations host volunteer tax preparation clinics to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation.

Income Tax Clinics

Community income tax clinics are generally open from March to May. Contact an outreach worker for more information.

Government Assistance and Income

Canada Pension Plan

1-800-277-9914

Information related to Canada Pension Plan, Old Age Security or Guaranteed Income Supplement.

Canada Revenue Agency

1-800-959-8281

Information about income tax refund and requesting T-slips.

Employment Insurance

1-800-206-7218

Access information and your employment insurance account over the phone. Without an access code 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.

GST Refund

1-800-959-1953

Information about the GST refund.

Ministry of Social Development and Poverty Reduction (MSDPR)

1-866-866-0800

220-7577 Elbridge Way

Provides services for income assistance, disability assistance and employment. Open Monday to Friday 9:00 a.m.–4:00 p.m. (closed between 12:00 p.m.–1:00 p.m.)

Service Canada

1-800-622-6232

350-5611 Cooney Road

www.ServiceCanada.gc.ca

Provides services and benefits including employment insurance, Canadian Pension Plan, social insurance numbers and Old Age Security. Open Monday to Friday 8:30 a.m.–4:00 p.m.



Transportation

BC Bus Pass Program

1-866-866-0800

An annual bus pass is offered at a reduced cost for low income seniors and individuals receiving disability assistance from the Province of BC.

Compass Card

1-888-207-4055

www.CompassCard.ca

The compass card is a reloadable fare card for transit that works throughout Metro Vancouver. It is available for purchase at SkyTrain stations and some convenience stores.

HandyDART, HandyCard & TaxiSaver

604-575-6600: General Inquiries,

Booking, Cancellation

604-953-3680: Registration

A transportation service for people with a disability that impacts their ability to use a bus. Call for more information. Monday to Friday 8:00 a.m.–6:00 p.m. Saturday, Sunday and Holidays 8:30 a.m.–4:30 p.m.

Translink

604-953-3333

www.Translink.ca

Translink phone operating hours are 7 days a week 6:30 a.m.–10:00 p.m. Service is available in multiple languages.



Access Pro Bono

1-877-762-6664

www.AccessProBono.ca

Free lawyers provide legal advice to low and modest income people on legal issues including family, immigration, criminal and civil law. Other services include lawyer referral, law clinics and more. Call to book an appointment.

Advocacy Access Program

604-872-1278

www.DisabilityAlliance.bc.org

Advocacy Access provides support, advice and help for people with all disabilities including issues such as applying for benefits, appealing denial of benefits and disability rights. Open Monday to Friday 8:30 a.m.–4:30 p.m.

Law Students' Legal Advice Program

604-822-5791

604-684-1628 for Cantonese or Mandarin

www.LsLap.bc.ca

UBC law students provide free legal advice and representation to clients who would be unable to afford legal advice otherwise. They cannot assist in some areas of law including; family and personal injury. Open Monday to Friday 10:00 a.m.–4:00 p.m.

Legal Aid

604-601-6000

604-408-2172 Family Law Line

www.LegalAid.bc.ca

Legal Aid offers advice and representation if criteria and financial guidelines are met. General information and representation services are available Monday, Tuesday, Thursday, 9:00 a.m.–4:00 p.m. Wednesday 9:00 a.m.–2:30 p.m. The family law line is open Monday, Tuesday, Thursday, Friday 9:00 a.m.–3:00 p.m.

Outreach and Advocacy Program - Chimo Community Services

604-279-7077

120-7000 Minoru Boulevard

www.ChimoServices.com

Outreach and Advocacy program is a team of volunteers who assist clients with poverty law, domestic violence and crisis prevention issues. Visit the website for areas of service.

Rise Women's Legal Centre

604-451-7447

www.WomensLegalCentre.ca

Rise is a legal clinic that serves low income women and gender diverse people in the Lower Mainland for issues in family law and other related areas. Monday to Friday 9:00 a.m.–5:00 p.m.

Seniors First BC

604-437-1940

www.SeniorsFirstBC.ca

Seniors First provides free legal assistance to eligible seniors which includes preparing wills, court documents, tenancy/housing, pensions and benefits. Call to book an appointment.

Tenant Resource and Advisory Centre

604-255-0546

1-800-665-1185

www.Tenants.Bc.ca

Tenants Resource and Advisory Centre provides information and education on residential tenancy matters through their website, tenant info line, online courses, and social media. Resources are available in multiple languages. Monday, Tuesday, Thursday, Friday 1:00–5:00 p.m. Wednesday 5:30–8:30 p.m.

Replacing ID

The steps to replace lost/stolen ID or get ID for the first time will depend on the situation. An outreach worker at the Drop-in Centre (page 5) can help guide the process, fill out applications and look at fees for getting ID.

When applying for a birth certificate, contact the Vital Statistics agency in the province of birth and a third-party agency may charge additional fees for applications.



Recreation Access Card – City of Richmond

604-247-4692

AccessCard@richmond.ca

www.Richmond.ca/Accessibility

A program for individuals experiencing permanent disability to access community resources and services.

Recreation and Culture Guide – City of Richmond

604-276-4300

www.Richmond.ca/Register

The guide is updated quarterly online and provides information on events, activities, programs and services offered at City facilities. Events are also found on the event calendar www.Richmond.ca.

Recreation Fee Subsidy - City of Richmond

604-247-4909

Subsidy@Richmond.ca

www.Richmond.ca/Accessibility

A program for individuals experiencing financial hardship to access community recreation and fitness opportunities.



City of Richmond

6911 No. 3 Road, Richmond, BC V6Y 2C1

Telephone: 604-276-4000

www.richmond.ca