

# Resource Guide for Individuals Experiencing Homelessness

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

# COVID-19 Information and Services

## 9-1-1

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

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

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

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

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

## HealthLinkBC

### 8-1-1

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

## Outreach Services

### CHIMO Community Services

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

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

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

**604-644-7247**

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

# Crisis Lines

## Crisis Line—Chimo Community Services

**604-279-7070**

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

## Greater Vancouver Crisis Line

**604-872-3311**

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

# Counselling Services

## Richmond Mental Health and Substance Use

**604-204-1111**

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

# Shelter

## Salvation Army—Richmond House Shelter

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

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

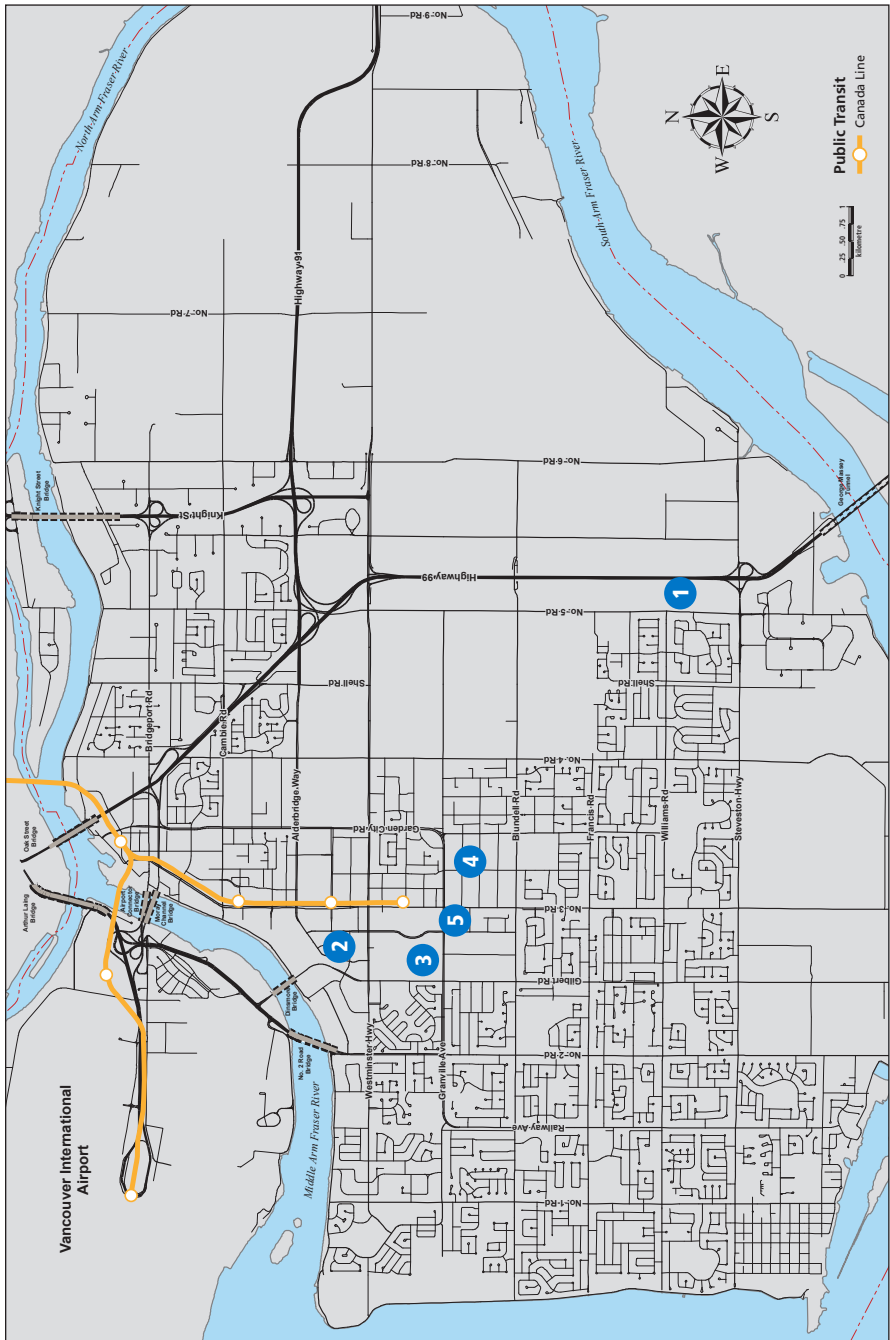
# Food and Meal Services

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

# Public Washrooms

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

# Food and Meal Services in Richmond



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

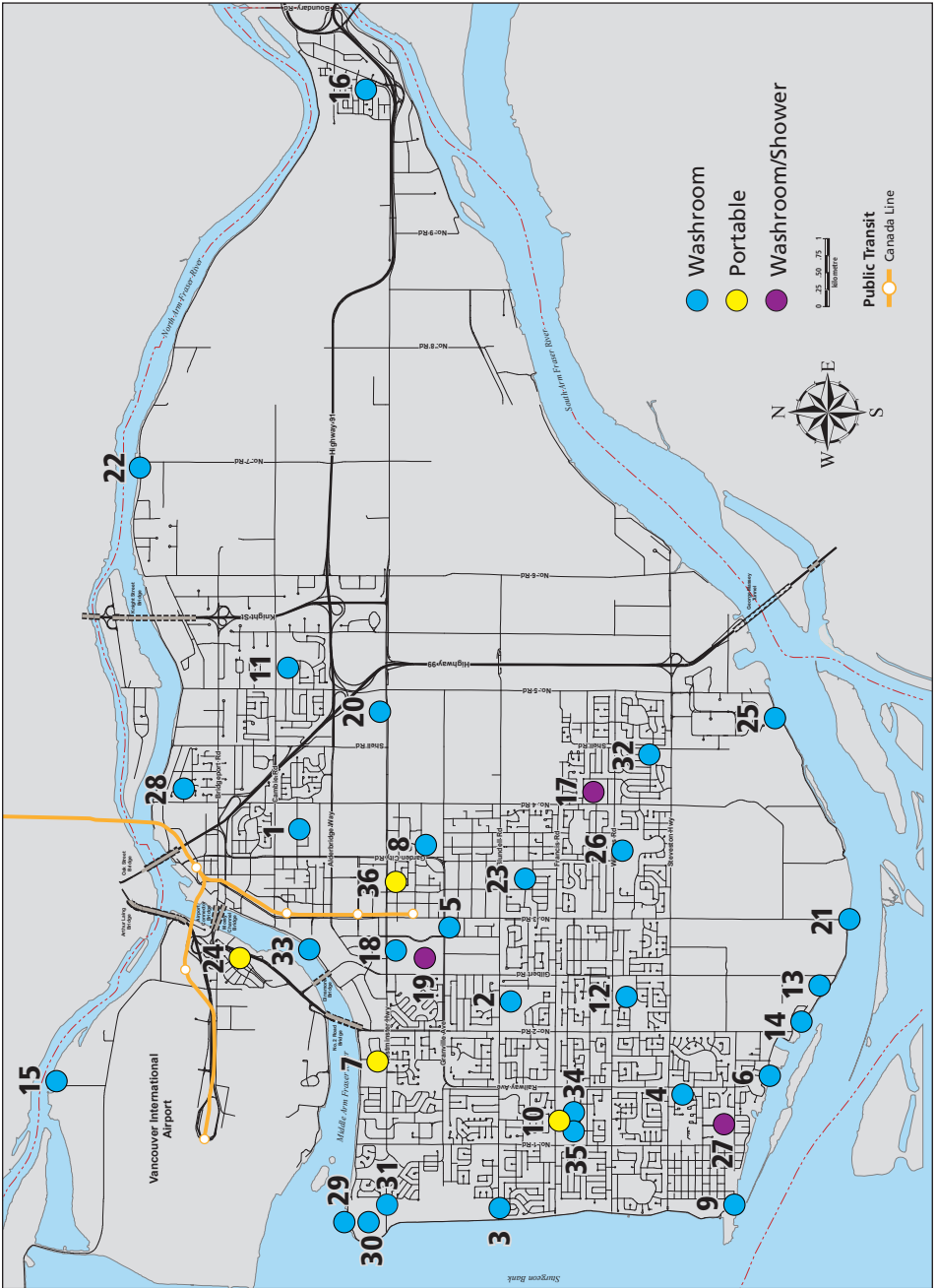
# No or Low Cost Community Meals and Food Program Locations as of April 7, 2020

Organization	Service Location	Service Provided	Eligibility	Schedule	Phone
<b>1</b> Church on Five	10200 No. 5 Road	• Take-out meals, no cost	• All are welcome	Wednesdays at 6:00pm	604-274-2811
<b>2</b> Richmond Food Bank	5800 Cedarbridge Way All other distribution sites closed (Steveston United, Peace Mennonite and Richmond Baptist Churches)	• Pre-packed food hamper for pick-up, no cost • For delivery, please contact Social Worker	• All are welcome • Delivery by referral only	Monday to Saturday, 10:00am to 3:00pm	604-271-5609
<b>3</b> Seniors Centre at Minoru Centre for Active Living	7191 Granville Ave.	• Prepared meals for pick-up, low cost	• All are welcome	Monday to Friday, 10:00am to 2:00pm	604-238-8450
<b>4</b> St. Albans Church	7260 St. Albans Road	• Evening take-out meals, no cost • Friday take-out lunches, no cost • Sunday outreach hamper delivery, no cost	• All are welcome • Outreach delivery for homeless, at-risk and single parents • For regular clients and anyone experiencing homelessness • Delivery for regular house-bound clients only	Tuesdays at 5:30pm Fridays 11:30am to 12:30pm Sunday outreach mid-day	604-278-2770
<b>5</b> Turning Point Recovery Society	Brighthouse Park Pavilion	• Bagged lunches, no cost • Food hamper delivery, no cost		Monday to Thursday, Noon to 1:00pm Delivery by appointment	604-644-7247

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

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

# Public Washrooms in Richmond



See next two pages for locations and hours of public washrooms in Richmond.

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

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