



# Newcomer's Guide to Richmond

Prepared by the City of Richmond  
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# Please Note

## 2020 Edition

The information in this guide is up to date at the time of printing. Names, addresses, telephone numbers and website links may change, and publications go out of print, without notice.

## To Access Copies of this Guide

A printable PDF version of the Newcomer’s Guide to Richmond can be found at [www.richmond.ca/newcomers](http://www.richmond.ca/newcomers).

## Acknowledgment

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No. 3 Road, aerial view



# Introduction

## Welcome to Richmond

This guide has information to help newcomers learn more about their new community and the services available to them and their family. Richmond is a city located on Canada’s Pacific Coast in the province of British Columbia. Richmond is a unique island city, located within Metro Vancouver in close proximity to downtown Vancouver and the U.S. border and is the location of Metro Vancouver’s international airport.

Over the years, Richmond has grown and evolved into a vibrant, cosmopolitan urban centre with a mix of residential and commercial properties, agricultural

lands, industrial parks, waterways and natural areas. Richmond’s economy supports over 130,000 jobs in various sectors including aviation, filming, health, logistics, manufacturing, retail, technology, tourism, agriculture, fishing and government. With over 60% of its residents born outside of Canada, Richmond is one of the most diverse cities in Canada which makes it a great place to live, learn, work and play.

## Richmond's History

Richmond has a long and rich history. Coast Salish *hə́h̓əmi̓nə́m̓* speaking Indigenous Peoples have lived on the many islands that make up Richmond for thousands of years, since the creation of the islands after the last Ice Age. These Peoples have lived here in permanent and seasonal settlements harvesting the resources of the land and the river, including the seemingly limitless salmon runs and bountiful berry crops.

The first European settlers arrived in the 1860s, drawn by the fertile soils of the Fraser River's delta. After clearing and draining the land, farmers were able to grow abundant grain, feed, vegetable and berry crops. Cranberry and blueberry farming remain important industries to this day.

The Fraser's enormous salmon runs attracted Japanese fishermen in the 1880s. Salmon canneries and a boat building industry soon grew alongside the fishery bringing more migrant workers to the area, adding to the richness of the community as a whole. Among these were Indigenous Peoples and Chinese contract workers who had originally come to British Columbia to build the nation's railway.

Richmond continues to attract in-migration from other parts of Canada and from many other countries. In recent years, the majority of new Canadians have arrived from China, Hong Kong, the Philippines and India. The city's cultural diversity has made Richmond an exciting and vibrant place to live.



*Britannia Shipyards National Historic Site*



# 1 | Settling In

It is not easy moving and adjusting to a new country. Richmond has many settlement agencies to help newcomers settle here. They are usually the best place to start to find the answers they need. Settlement services can help newcomers find a place to live, find a job, improve work skills, register their children for school, register for English language classes and more. Many settlement agencies offer information and services in other languages and their services are usually free. Below are some of Richmond's settlement agencies.

### **Chimo Community Services**

120-7000 Minoru Boulevard  
Telephone: 604-279-7077  
[www.ChimoServices.com](http://www.ChimoServices.com)

### **ISSofBC**

150-8400 Alexandra Road  
Telephone: 604-233-7077  
[www.ISSBC.org](http://www.ISSBC.org)

### **Richmond Multicultural Community Services Society**

210-7000 Minoru Boulevard  
Telephone: 604-279-7160  
[www.rmcs.bc.ca](http://www.rmcs.bc.ca)

### **S.U.C.C.E.S.S.**

220-7000 Minoru Boulevard  
Telephone: 604-279-7180  
[www.SuccessBc.ca](http://www.SuccessBc.ca)

## Checklist of Things To Do Right Away

Here is a list of things newcomers need to do when they arrive in Richmond.

- Contact a settlement agency. See page 3.
- Apply for a Social Insurance Number. See page 18.
- Register for the Medical Services Plan (MSP). See page 9.
- Open a bank account. See page 7.
- Find a place to live. See page 5.
- Register children for school. See page 11.
- Apply for a BC driver's license or BCID card. See page 9.
- Register for English classes. See page 13.
- Find a family doctor. See page 9.
- Find employment. See page 18.

## Links and Resources

The Welcome BC website ([www.welcomebc.ca](http://www.welcomebc.ca)) contains resources to help newcomers start their lives in British Columbia. It also has a comprehensive Newcomers' Guide on how to settle into life in B.C. For more information: [www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides](http://www.welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides).

The Government of Canada website has information on applying for a permanent resident card or Canadian citizenship, and how to live in Canada. For more information: [www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants](http://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants).

The Government of Canada website also has a directory of free newcomer services: [www.cic.gc.ca/english/newcomers/services](http://www.cic.gc.ca/english/newcomers/services).





## 2 | Finding a Place to Live

Richmond has a number of diverse neighbourhoods with a variety of housing options that include single-family homes, townhomes, condominiums, apartments and suites.

### Renting

There are two types of rental housing in Richmond: market rental and affordable housing. Rent for market rental housing varies depending on the location and the size of the unit. Information about available rental accommodations can be found online (i.e. Craigslist), in the classified ads of local Richmond newspapers, and on bulletin boards in stores and at local community centres. “Vacancy” or “For Rent” signs are also displayed in front of houses and apartment buildings.

Richmond is also home to a range of affordable housing options for low and middle income households, including individuals, families, persons with disabilities, and seniors.

- Non-market/subsidized housing is long-term housing where the rent is based on the renter's income. To find out the eligibility requirements for this type of housing and/or to apply to BC Housing's Housing Registry: 604-433-2218 or [www.BcHousing.org](http://www.BcHousing.org).

- Housing co-operatives (co-ops) are buildings where residents collectively manage the units. Some co-ops also provide low-cost housing and have waiting lists. To apply to co-ops: 604-879-5111 or [www.chf.bc.ca](http://www.chf.bc.ca).
- Low End Market Rental (LEMR) are housing units secured by the City of Richmond for low and moderate income households. All LEMR units have set maximum rents and maximum incomes for eligible tenants. To apply for LEMR units, contact each property manager directly. The Affordable Housing Guide contains a list of LEMR units and who to contact, as well as other affordable housing options in Richmond.

For more information on affordable housing and to find the Affordable Housing Guide: [www.richmond.ca/AffordableHousing](http://www.richmond.ca/AffordableHousing).

### Buying a Home

Many people enlist the services of a real estate company to help them buy a home. A real estate agent can help to arrange for viewing of potential homes, negotiate for a better price, and explain the legal aspects of buying a home. Houses for sale can be found at [www.RealtyLink.org](http://www.RealtyLink.org) or [www.realtor.ca](http://www.realtor.ca).

## Utilities

Homeowners in Richmond are issued utility bills annually or quarterly which cover services for water, sewer, solid waste and recycling and flood protection. Rates are set annually based on Metro Vancouver service fees and City of Richmond costs associated with municipal infrastructure operation, maintenance and renewal.

Garbage and recycling: The City of Richmond provides garbage and recycling collection on a bi-weekly and weekly basis, respectively. For information about collection schedules and which items are being collected: [www.richmond.ca/recycling](http://www.richmond.ca/recycling)

Electricity, heat and gas: There are utility costs related to renting or owning a home. Sometimes the landlord includes all or some of the utilities in the rent. Renters should ask their landlord what utilities are included so they know what they are responsible for and how much they will pay every month. More information can be found at BC Hydro at [www.BcHydro.com](http://www.BcHydro.com) and Fortis BC at [www.FortisBc.com](http://www.FortisBc.com).

Telephone and internet: There are many telephone and Internet companies that serve Richmond. Some companies offer both services. More information can be found by visiting their retail stores or looking them up online.

## Links and Resources

The Canada Mortgage and Housing Corporation has information on renting or buying a home for newcomers in several languages: 1-800-668-2642 or [www.cmhc-schl.gc.ca/en/buying/newcomers-housing-information](http://www.cmhc-schl.gc.ca/en/buying/newcomers-housing-information).

Metro Vancouver Housing is a non-profit organization that offers a range of affordable rental homes at below-market rates and rates based on tenants' incomes. For more information: 604-432-6200 or [www.MetroVancouver.org/housing](http://www.MetroVancouver.org/housing).

The Residential Tenancy Branch has information on landlord or tenant rights and responsibilities and dispute resolution: 604-660-1020 or [www.gov.bc.ca/LandlordTenant](http://www.gov.bc.ca/LandlordTenant).

The Tenant Resource & Advisory Centre (TRAC) provides free legal education, representation, and advocacy on residential tenancy matters: 604-255-0546 or [www.tenants.bc.ca](http://www.tenants.bc.ca).

The Rental Assistance Program (RAP) provides eligible low-income, working families with cash assistance to help with their monthly rent payments. For more information: 604-433-2218 or [www.BcHousing.org/housing-assistance/rental-assistance/RAP](http://www.BcHousing.org/housing-assistance/rental-assistance/RAP).

The Shelter Aid for Elderly Renters (SAFER) helps make rents more affordable for seniors with low to moderate income. For more information: 604-433-2218 or [www.BcHousing.org/housing-assistance/rental-assistance/SAFER](http://www.BcHousing.org/housing-assistance/rental-assistance/SAFER).

The Chimo Richmond Rent bank (CRRB) offers a repayable fund to low-income individuals and families who are in need of a damage deposit or are at risk of eviction for late/non-payment of rent or essential utility disconnection due to a temporary shortage of funds or financial crisis. Funding is provided in the form of short-term interest free loan. For more information: 604-279-7170 or [www.ChimoServices.com/get-help/chimo-richmond-rent-bank](http://www.ChimoServices.com/get-help/chimo-richmond-rent-bank).



Richmond's growing Oval Village area



## 3 | Money and Banking

### Opening Up a Bank Account

There is a variety of financial institutions, including traditional banks, online banks, and credit unions, available in Richmond. These financial institutions offer different types of bank accounts and some bank accounts charge monthly fees unless a minimum balance is maintained. In addition to monthly fees, there may be transactional and service fees for ATM withdrawals, INTERAC e-Transfers, cheques, and bill payments. They also offer other banking products including credit cards, mortgage loans, among others. Many financial institutions have Richmond branches along No. 3 Road.

### Sending Money to Other Countries

Transferring money to someone in another country is also known as sending a remittance. Remittances can be sent to other countries through a variety of businesses and financial institutions including: banks, credit unions, money transfer businesses, cheque cashing businesses and currency exchanges. Some money transfer businesses also have outlets located in post offices, grocery stores, pharmacies and convenience stores. For more information: [www.canada.ca/en/financial-consumer-agency/services/payment/international-money-transfers](http://www.canada.ca/en/financial-consumer-agency/services/payment/international-money-transfers).

## Paying taxes

Governments charge taxes as a way to raise money to pay for services such as roads, parks, community centres, medical care and schools. Some of these taxes may include:

- Consumer tax: A 7 per cent provincial sales tax (PST) and a 5 per cent federal sales tax (GST) are charged on many goods and services in Canada. These taxes are almost never included on the displayed prices so it is important to include them in one's budget calculations. Some people may be eligible for a tax credit when they file their annual federal government income tax return: [www.canada.ca/en/revenue-agency/services/child-family-benefits/goods-services-tax-harmonized-sales-tax-gst-hst-credit.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/goods-services-tax-harmonized-sales-tax-gst-hst-credit.html).
- Property taxes: Property tax is paid to the City of Richmond for those who own property in Richmond. This tax pays for City services such as garbage collection, fire protection, and road repairs. Homeowners receive a Property Tax Notice each year. For more information: [www.richmond.ca/CityHall/finance/rates/PropertyTax](http://www.richmond.ca/CityHall/finance/rates/PropertyTax).
- Income taxes: All adults must file an income tax return each year and send the form to the federal government. Tax returns help determine if someone qualifies for tax credits and other benefits. For more information on income taxes: [www.canada.ca/en/revenue-agency](http://www.canada.ca/en/revenue-agency).





## 4 | Healthcare

### Medical Services Plan (MSP)

The Medical Services Plan (MSP) is a public health insurance in British Columbia that pays for most medical care. It is eligible for BC residents who are Canadian citizens or permanent residents (including government-assisted refugees). Newcomers should apply for MSP coverage as soon as they arrive. There may be a waiting period of up to three months for eligible BC residents and up to six months for international students and people with work permits. Anyone without MSP coverage will have to pay for the full costs of any medical services they incur during the waiting period. Most people buy private medical insurance for this time.

As of January 1, 2020, BC residents no longer have to pay MSP premiums. For more information about MSP coverage and eligibility, contact Health Insurance BC at 604-683-7151 or go to [www.health.gov.bc.ca/insurance](http://www.health.gov.bc.ca/insurance).

### BC Services Card

A BC Services Card is used to access health care services through MSP and other services that require a photo ID, like opening a bank account. To get a BC Services Card: [www.gov.bc.ca/BCServicesCard](http://www.gov.bc.ca/BCServicesCard).

### Finding a Family Doctor

The College of Physicians and Surgeons of British Columbia website has a directory of registered family doctors at [www.cpsbc.ca](http://www.cpsbc.ca). Friends, neighbours, co-workers, or other people in the community may know a family doctor and recommend one.

The Richmond Division of Family Practice is a community-based group of Richmond family physicians working together to address specific areas of primary care, administration, and physician support. For more information: [www.DivisionsBC.ca/richmond](http://www.DivisionsBC.ca/richmond).

### Walk-in Clinics

Richmond's walk-in clinics provide same-day medical care for those who do not have a family doctor. Anyone can go to a walk-in clinic for medical problems that aren't emergencies. These clinics have doctors and an appointment is not required. Visit [www.MediMap.ca](http://www.MediMap.ca) for a list of walk-in clinics in Richmond.

## Dental Care

A directory of dentists can be found at the BC Dental Association website at [www.YourDentalHealth.ca](http://www.YourDentalHealth.ca). Please note that MSP does not cover dental services in a dentist's office. Some employers have benefit plans for employees that might help pay for dental services.

## Eye Exams and Eyeglasses

MSP pays for one routine exam by an optometrist every two years for children and youth 18 years and younger and for adults 65 years and older. For adults between ages 19 and 64, eye exams are not covered by MSP unless medically required. Some employers have benefit plans for employees that might help pay for eye exams, glasses and contact lenses.

## Healthy Kids Program

The BC Healthy Kids program helps middle- and low-income families with the costs of basic dental care and prescription eyeglasses for children under 19 years. They must be registered for MSP premium assistance to be eligible for this program. For more information: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids).

## Medical Emergencies

If someone is in a serious accident, suffer an injury, or suddenly get very sick, they will need to call 9-1-1 or go directly to the emergency department of a hospital with a friend or family member. Many emergency departments are open 24 hours a day, seven days a week.

If it is not an emergency, they can dial 8-1-1 anytime for non-emergency health information.

## Richmond Hospital

Richmond Hospital, located at 7000 Westminster Highway, provides a broad range of health services to residents of Richmond. These services span the continuum of care from health promotion, prevention and early intervention to residential, community and hospital or acute care. If there is a medical emergency, dial 9-1-1 or visit the hospital's emergency department which is open 24 hours a day, seven days a week.

## Language Assistance

The Provincial Language Service provides interpreting and translation services to reduce language barriers in accessing health care. An interpreter can be booked by a doctor or the hospital with the Provincial Language Service.

## Prescription Drugs

The Medical Services Plan does not cover prescription drugs. PharmaCare (see next section) provides financial assistance for eligible prescription drugs. Some employers have benefit plans for employees that might help pay for some prescription drugs.

## PharmaCare

PharmaCare helps families pay for eligible prescription drugs, certain medical supplies, and pharmacy services. PharmaCare is income-based; the less a family earns, the more financial help they receive. PharmaCare provides assistance through several drug plans. The largest is the Fair PharmaCare plan. To register and to get more information, contact Health Insurance BC at 604-683-7151 or visit [www.gov.bc.ca/PharmaCare](http://www.gov.bc.ca/PharmaCare).



## 5 | Education

Richmond has an excellent school system made up of public and independent (private) schools. Public schools are fully funded by the government. Parents are not required to pay fees for their children to attend public schools. Independent schools are only partially funded by government. Parents are required to pay fees for their children to attend most independent schools.

### Public Schools

The Richmond School District manages the public school system in Richmond. It consists of 48 schools comprised of 38 elementary schools and 10 secondary schools. Elementary schools range from Kindergarten to Grade 7. Secondary schools range from Grade 8 to 12. All students residing in Richmond normally attend a school that has been designated for their particular neighbourhood or catchment area. Parents who want to register their children for school or find out what catchment area they are in can go to the Richmond School District website ([www.Sd38.bc.ca](http://www.Sd38.bc.ca)) or call 604-668-6000.

The Settlement Workers in Schools (SWIS) program provides settlement support for new immigrants, refugees and other eligible clients to help them adjust to their new school and community. For more information: 604-668-6596.

### Independent (Private) Schools

Richmond has several independent schools, reflecting the cultural and religious diversity of Richmond's citizens. There are also non-religious independent schools in Richmond. For more information about Richmond's independent schools: [www.richmond.ca/CityHall/archives/exhibits/schools/private](http://www.richmond.ca/CityHall/archives/exhibits/schools/private). For more information about independent schools in BC: [www.FisaBC.ca](http://www.FisaBC.ca) or 604-684-6023.

### Children with Special Needs

In Canada, children with special needs attend regular classes. Parents are encouraged to contact their child's school to talk about their child's special needs, and to learn about programs and services to help their child.



### English Language Learning for Children

Schools provide English Language Learning (ELL) for all students who need language support either in the form of extra help in regular classes or ELL classes. The amount of ELL support given to students depends on their ELL level, which is determined at the initial assessment. All families new to Richmond, who speak a language other than English, or in addition to English, should register their child and make an appointment for them to receive an ELL assessment at the Richmond School District office by calling 604-668-6000.

### French Programs

There are three kinds of French programs in public schools. Students who speak French as their first language may qualify for the francophone program. Some schools offer early or late French immersion programs where students study French and learn all other subjects in French. Students may also learn French as one of their regular subjects. To find more information about the francophone program: 604-214-2600 or [www.csf.bc.ca](http://www.csf.bc.ca). For information about all other French programs: 604-668-6000 or [www.sd38.bc.ca/programs/elementary-programs/french-immersion](http://www.sd38.bc.ca/programs/elementary-programs/french-immersion).

### Post-secondary Education (College and University)

Many students who have finished high school enrol in colleges and universities. Richmond is home to Kwantlen Polytechnic University (KPU), Trinity Western University (TWU) and the British Columbia Institute of Technology (BCIT) Aerospace Technology Campus. For a list of post-secondary schools in BC: [www2.gov.bc.ca/gov/content/education-training/post-secondary-education/find-a-program-or-institution/find-an-institution](http://www2.gov.bc.ca/gov/content/education-training/post-secondary-education/find-a-program-or-institution/find-an-institution).

### Continuing education for adults

Adults can take courses to improve their reading or math skills, finish high school and/or learn new job skills. There are a wide variety of courses that are offered by the Richmond Continuing Education. For more information: 604-668-6123 or [ce.sd38.bc.ca](http://ce.sd38.bc.ca).

[UpgradeBC.ca](http://UpgradeBC.ca) is a new centralized resource to provide people the information they need to find tuition-free adult upgrading programs in Richmond and throughout British Columbia.

## Learn English

One of the most challenging aspects of moving to a new country is learning a new language. There are many free English as a Second Language (ESL) classes in Richmond to help adults learn to speak, read and write English.

The Language Instruction for Newcomers to Canada (LINC) program provides basic and intermediate level English training for adult newcomers to Canada. These free English classes will improve learners' English reading, writing, listening and speaking skills, while providing them with information about their local community. Learners must be a permanent resident and 17 years or older. There are three institutions that offer LINC classes in Richmond:

### ISSofBC

150 – 8400 Alexandra Road  
604-233-7077

[www.IssBC.org/service-types/linc-language-instruction-for-newcomers-to-canada](http://www.IssBC.org/service-types/linc-language-instruction-for-newcomers-to-canada)

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

Richmond Language Service Centre (Site 1)  
200 – 8171 Alexandra Road  
604-638-9881 extension 1

Richmond Language Service Centre (Site 2)  
230 – 8291 Alexandra Road  
604-638-9881 extension 2

[www.IsipOnline.ca/services/english-learning](http://www.IsipOnline.ca/services/english-learning)

### Richmond School District

6640 Blundell Road  
778-297-7090 or 604-668-6000  
[www.ce.sd38.bc.ca/linc-1](http://www.ce.sd38.bc.ca/linc-1)

Conversational classes provides newcomers the opportunity to practice communicating in English and to make new friends in an informal environment. A number of resources are listed below:

### Community Centres

Various locations 604-276-4300  
[www.richmond.ca/ParksRec/about/guide](http://www.richmond.ca/ParksRec/about/guide)

### English Corner

Various locations  
[www.EnglishCorner.ca](http://www.EnglishCorner.ca)

### Richmond Multicultural Community Services

210 – 7000 Minoru Boulevard  
604-279-7160  
[www.rmcs.bc.ca/english-conversation-class](http://www.rmcs.bc.ca/english-conversation-class)

### Richmond Public Library

100 – 7700 Minoru Gate  
604-231-6422  
[www.YourLibrary.ca](http://www.YourLibrary.ca)

### Richmond Language Service Centre (Site 2)

230 – 8291 Alexandra Road  
604-638-9881 extension 2  
[www.IsipOnline.ca/services/english-learning](http://www.IsipOnline.ca/services/english-learning)





## 6 | Child Care

In Canada, children should not be left home alone until they are old enough to care for themselves safely. The Canada Safety Council recommends that children under the age of 10 not be left alone at home or in a car, even for a short time. If parents are not able to stay with their children, they can find another family member to help or they can pay for child care (also called 'daycare'). There are two types of child care available: licensed and unlicensed.

Licensed child care providers must meet standards set by the Province of BC and monitored by the Ministry of Health for health and safety, staffing qualifications and programs. For more information about the different types of licensed child care facilities and other resources for finding quality child care: [www.richmond.ca/services/CommunitySocialDev/ChildCare/FindingChildCareInRichmond](http://www.richmond.ca/services/CommunitySocialDev/ChildCare/FindingChildCareInRichmond).

Unlicensed child care or licence-not-required (LNR) child care is not controlled or monitored by the government. Unlicensed child care providers can only legally look after a maximum of two children who are not related to them. Individuals offering unlicensed child care may or may not have formal child care training or experience.

The Richmond Child Care Resource and Referral Centre provides help to families who are looking for child care including information about where to find licensed child care facilities and registered license-not-required child care providers in Richmond: [www.rcrg.org/WhatWeDo/RcrgPrograms/child-care-resource-referral-centre/child-care-referrals](http://www.rcrg.org/WhatWeDo/RcrgPrograms/child-care-resource-referral-centre/child-care-referrals).

### Assistance to Pay for Child Care

The Affordable Child Care Benefit is a monthly payment to help eligible families with the cost of child care. Factors like income, family size and type of care determine how much support families receive. Families need to renew their application every year. For more information: [www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit](http://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit).

## Children Who Need Extra Support and Child Care

The Supported Child Development Program helps families of children who require additional support to access inclusive child care. The program serves families with children from birth to 19 years of age, partnering with community licensed child care programs to offer a range of options for Richmond families whose children require additional supports to attend preschool, day care and out-of-school care. For more information: [www.rscl.org/supported-child-development](http://www.rscl.org/supported-child-development).

The Special Needs Supplement is available for parents who are eligible for Affordable Child Care Benefit and who have children with designated special needs who require child care. For more information: [www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit](http://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit).

The Richmond Kids Service Finder Tool assists families and caregivers with questions about a young child's (under six years old) development. After answering a series of questions, parents will receive the contact information for a service provider who can provide more assistance. For more information: [www.RichmondKids.ca/en/service\\_finder](http://www.RichmondKids.ca/en/service_finder).

Children and Youth with Special Needs (CYSN) staff are available to discuss what types of services may be available for a child or youth with special needs and can provide other useful information or support. To find a worker in Richmond: [www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/special-needs-supports-for-families](http://www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/special-needs-supports-for-families).





# 7 | Getting Around

Richmond has 73 kilometres of trails and 78 kilometres of on-road cycling paths and is connected to neighbouring Metro Vancouver cities by a series of bridges and a tunnel. There are two major freeways feeding into Richmond, a rapid transit line and two railway lines. Richmond also has two international seaports and Vancouver International Airport is located in Richmond on Sea Island.

## Walking

Walking is an excellent form of exercise. Richmond has over 70 kilometres of trails to explore. To find information about local walking trails: [www.richmond.ca/parks/trails/trails-map/map](http://www.richmond.ca/parks/trails/trails-map/map).

Pedestrians should always cross streets at an intersection or a crosswalk as well as obey traffic lights. It is against the law to cross in the middle of a street. This is called jaywalking. When crossing a street, look left first then right.

## Public Transportation

TransLink is the public transportation system of Metro Vancouver that includes Richmond. It operates the SkyTrain, which has three lines. The Canada Line connects Richmond to downtown Vancouver and to the Vancouver International Airport. The Expo Line connects downtown with Burnaby, New Westminister and Surrey. The Millennium Line connects downtown with Burnaby and Coquitlam. TransLink also operates buses, the SeaBus (a ferry that takes passengers between downtown and the North Shore), and the West Coast Express (a commuter rail service between downtown Vancouver and Mission). For information about transit routes, transit passes (compass cards) and fares: 604-953-3333 or [www.TransLink.ca](http://www.TransLink.ca).

TransLink also provides HandyDART, a door-to-door shared-ride bus service, for those who are not able to travel independently. For more information: 604-953-3680 or [www.TransLink.ca/Rider-Guide/Accessible-Transit/HandyDART](http://www.TransLink.ca/Rider-Guide/Accessible-Transit/HandyDART).

## Cycling

Richmond's flat landscape is perfect for cycling and the city has a large network of both on-street bike routes and off-street trails and greenways. Cyclists must wear a helmet when riding a bicycle in Richmond unless it interferes with an essential religious practice. If a cyclist does not wear a helmet, they may get a fine. Information on cycling routes, safety tips and regulations can be found at [www.richmond.ca/cycling](http://www.richmond.ca/cycling).



*Railway Greenway*

## Driving

A valid driver's license and basic vehicle insurance (Autoplan) is required to drive a car. A driver's license from another province or country may be used for up to 90 days after a person moves here. It can take time to apply for a driver's license so it's important to apply for one as soon as possible. Autoplan insurance can be purchased at any Autoplan broker's office.

The Insurance Corporation of British Columbia (ICBC) is responsible for basic vehicle insurance, identity proofing for BC Services Card, and claim service if a driver has a crash. One can apply for a driver's license by visiting an ICBC driver licensing office. For more information: [www.icbc.com](http://www.icbc.com).

- **Speeding:** In Richmond, the speed limit on main roads is 50 kilometres per hour. The speed limit near parks and schools is usually 30 kilometres per hour.
- **Seatbelts:** All drivers and passengers must wear seatbelts. The police can give anyone in a car not wearing a seatbelt a ticket and a fine.
- **Child Car Seats:** Young children must sit in an approved child car seat when they are in a car.

For more information about seatbelts and child car seats: [www.icbc.com/road-safety/safer-drivers](http://www.icbc.com/road-safety/safer-drivers) and [www.tc.gc.ca](http://www.tc.gc.ca).

## Links and Resources

DriveBC provides information on popular routes, road maps and current road conditions. For more information: [www.DriveBc.ca](http://www.DriveBc.ca).

Walk Richmond offers free walks throughout the year to help keep residents active. For more information: [www.richmond.ca/walk](http://www.richmond.ca/walk).

Car sharing can be a good way to get around the community and will cost less than owning and operating a car. Companies rent vehicles out by the hour or day.

Accessible parking spaces are reserved for people with a physical disability. A special permit is required to park in any accessible parking space. People can apply for an Accessible Parking Permit by contacting the Richmond Centre for Disability office ([www.rcdRichmond.org](http://www.rcdRichmond.org)). An application form with the doctor's portion completed and signed by a registered physician is required with the processing fee.



## 8 | Finding Work

### Social Insurance Number

A Social Insurance Number (SIN) is required to work in Richmond or anywhere in Canada. To apply, visit a local Service Canada Centre or call 1-866-274-6627. The Service Canada Centre in Richmond is located at 350 – 5611 Cooney Road. For more information on how to apply for a SIN: [www.canada.ca/en/employment-social-development/services/sin/reports/apply](http://www.canada.ca/en/employment-social-development/services/sin/reports/apply).

### Finding a Job

- Settlement agencies in Richmond can help job seekers look for jobs, connect with people in their field of work or inform them about job fairs. Some also offer workshops on job search skills, resume writing, and Canadian workplace culture. A list of settlement agencies in Richmond can be found on page 3.
- Friends, relatives and neighbours may also have information about available jobs.
- Job postings are available online on job search sites.
- Many large companies post their job openings on their websites so these would also be a good place to look for jobs.
- The local newspaper has job postings in the Classified section. These are also available online.

### Services for Skilled Immigrants

Career Paths for Skilled Immigrants helps immigrants find employment that uses the skills, qualifications and training they bring from their home countries. Employment counsellors can help to get qualifications assessed and apply for professional licenses. They can also match individuals with a mentor, who will provide connections and coaching related to the person's career field. For more information: [www.CareerPaths.ca](http://www.CareerPaths.ca).

WorkBC helps people find jobs, explore career options and improve their skills. It also helps employers fill jobs and grow their businesses. It provides employment counselling, resume and cover letter workshops, interview preparation, occupational skills training, self-employment or wage subsidy services. For more information: 778-732-4718 (Richmond location) or [www.WorkBc.ca](http://www.WorkBc.ca).

S.U.C.C.E.S.S. Employment Services support job seekers explore different careers, build their skills for in-demand jobs, and achieve meaningful employment. For more information: 604-279-7180 or [www.SuccessBc.ca/service-categories/employment](http://www.SuccessBc.ca/service-categories/employment).

## Have Qualifications and Credentials Assessed

Assessments are used to verify that an individual's foreign degree, diploma, or certificate (or proof of other credential) meets Canadian requirements. Newcomers who have a degree or credentials from another country are encouraged to get them assessed if they are applying for a job in a regulated position. The International Credential Evaluation Service is the provincially mandated credential evaluation service in British Columbia: 604-432-880 or [www.bcit.ca/ices](http://www.bcit.ca/ices).

## Volunteering

Volunteering in the community is a great way to get involved, meet people, and gain Canadian experience that can be added to a newcomer's resume. The City of

Richmond, along with its community partners, offers a variety of volunteer experiences for students, adults and seniors: [iCanHelp.richmond.ca](http://iCanHelp.richmond.ca).

Richmond Cares, Richmond Gives is an online hub where volunteers can connect with and support local non-profit organizations: 604-279-7020 or [www.rcrg.org](http://www.rcrg.org).

## Starting a Business

Richmond has a vibrant and thriving business community with connections to local, regional and international markets. The City of Richmond's Economic Development Office can assist with identifying a Richmond location for a business, facilitating municipal permits, licenses and processes, and connecting prospective business owners with local and regional business services and resources. For more information: [www.BusinessInRichmond.ca](http://www.BusinessInRichmond.ca).



## Links and Resources

WorkSafeBC works with companies and workers to prevent injuries at work. In the event of work-related injuries or diseases, WorkSafeBC works with the affected parties to provide return-to-work rehabilitation, compensation, health care benefits, and a range of other services. For more information: 1-888-967-5377 (1-888-WORKERS) or [www.WorkSafeBc.com](http://www.WorkSafeBc.com).

The Employment Standards Act is a law to protect workers including worker's rights to overtime pay, sick leave, and many other things. If an employer is not obeying these laws, workers should discuss the problem with their employer. If they still have a problem, they should contact the Employment Standards Branch at 1-800-663-3316. For more information: [www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards](http://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards).

Discrimination and harassment are against the law. The BC Human Rights Clinic can provide advice and answer questions about discrimination or harassment. For more information: 1-855-685-6222 or [www.bchrc.net](http://www.bchrc.net).

Employment Insurance (EI) is a government program that replaces part of workers' incomes if they lose their job and need to spend time looking for a new job. For more information: [www.canada.ca/en/services/benefits/ei](http://www.canada.ca/en/services/benefits/ei).

## Links and Resources

The City of Richmond has career opportunities available city-wide at all facilities and centres. To view a list of current job listings: [www.richmond.ca/careers/OurCareers/city-opportunities/CurrentPostings](http://www.richmond.ca/careers/OurCareers/city-opportunities/CurrentPostings).

The City of Richmond offers an Employment Program for People with Disabilities that specifically hires individuals with disabilities. The City partners with local community organizations to hire and place individuals with disabilities into roles throughout the organization. For more information, contact the Human Resources department at [hr@richmond.ca](mailto:hr@richmond.ca).

Small Business BC helps entrepreneurs start or grow their business by offering seminars, resources and guidance. Business advisors are available for one-on-one support, tools and tips. For more information: [www.SmallBusinessBc.ca](http://www.SmallBusinessBc.ca).

The Richmond Chamber of Commerce is a broad-based non-profit business membership association that represents the interests of, and provides networking opportunities to, nearly 1,000 member businesses. Businesses are from various industries and professions and include national and international corporations, mid-sized firms, entrepreneurial start-ups, and small companies. For more information: [www.RichmondChamber.ca](http://www.RichmondChamber.ca).



Volunteering at Terra Nova Rural Park

*\*The City of Richmond's programs and amenities have been impacted by the COVID-19 pandemic. For up-to-date information, visit [www.richmond.ca/COVID19](http://www.richmond.ca/COVID19).*



## 9 | Playing in Richmond

Richmond has many parks, trails, recreation facilities and programs that contribute to a healthy and active community. Many parks offer children's playgrounds and a variety of recreational areas such as tennis courts and soccer fields. Richmond supports an active lifestyle and its residents maintain the longest life expectancy in Canada. The city also has many cultural and heritage facilities where newcomers can learn about Richmond's history and diverse communities.

### Community Centres and Recreation Facilities\*

Richmond's community centres and recreation facilities provide newcomers the opportunity to meet people, learn new activities and stay active. There are nine community centres, four pools, and two arenas that offer a broad range of programs and services for all ages and interests. Many community centres have fitness centres. Register for a program or enjoy some classes on a drop-in basis.

### Helpful Links

- To view a list of community centres and what they have to offer:  
[www.richmond.ca/ParksRec/centres/locations](http://www.richmond.ca/ParksRec/centres/locations).
- To check schedules and admissions at the pools:  
[www.richmond.ca/pools](http://www.richmond.ca/pools).
- For more information on the arenas:  
[www.richmond.ca/arenas](http://www.richmond.ca/arenas).
- To register for programs:  
[www.richmond.ca/register](http://www.richmond.ca/register).

*\*The City of Richmond's programs and amenities have been impacted by the COVID-19 pandemic. For up-to-date information, visit [www.richmond.ca/COVID19](http://www.richmond.ca/COVID19).*



*Minoru Centre for Active Living*

### Minoru Centre for Active Living\*

The Minoru Centre for Active Living is a 110,000 square foot facility that houses an aquatic centre, seniors centre, fitness centre and amenities to support Minoru Park's outdoor sports facilities. The Seniors Centre is a fully accessible facility for seniors 55 years and older and offers a wide range of activities and programs including out trips, special events, wellness clinics and support groups. Visit [www.MinoruCentre.ca](http://www.MinoruCentre.ca) for more information.

### Richmond Olympic Oval

The Richmond Olympic Oval is a world-class centre for sport, health, wellness, entertainment and culture serving all members of our community. It was the speed skating venue of the 2010 Winter Olympics, and is a global benchmark for the transition of an Olympic Venue to a post-Games community legacy. Visit [www.RichmondOval.ca](http://www.RichmondOval.ca) to learn more about the Oval's programs and services.

### Arts, Culture and Heritage\*

There are a number of cultural and heritage facilities in Richmond, including the Cultural Centre which is home to the Museum, Arts Centre, Art Gallery and Archives. There are also many public heritage facilities in the city, including Britannia Heritage Shipyard, London Farm, Minoru Chapel, Steveston Museum and the Steveston Interurban Tram. To learn more about the different cultural and heritage facilities in Richmond: [www.richmond.ca/culture/about/mandate](http://www.richmond.ca/culture/about/mandate).

### Parks and Trails\*

Richmond is renowned for its high quality parks, trails, natural areas and its vibrant urban realm. For example, the five-kilometre Railway Greenway trail has an accessible cycling and walking route that connects neighbourhoods and has points of interest along the way. Terra Nova Rural Park is a 63-acre nature park with historic buildings, a community garden, a picnic area and an adventure play environment. Visit [www.richmond.ca/parks/about/ptc-overview](http://www.richmond.ca/parks/about/ptc-overview) to learn more about Richmond's parks and trails.

*\*The City of Richmond's programs and amenities have been impacted by the COVID-19 pandemic. For up-to-date information, visit [www.richmond.ca/COVID19](http://www.richmond.ca/COVID19).*

### Newcomers Tour\*

The Newcomers Tour introduces newcomers to City programs, services and facilities, and ways on how they can participate in civic and community life in Richmond. The bus tours are usually two and a half hours in length and take participants to City Hall and one other City facility, such as recreation and community centres, cultural and heritage facilities, libraries, parks and trails. The tours are organized in partnership with immigrant-serving agencies. For more information, email [inclusion@richmond.ca](mailto:inclusion@richmond.ca).

### Richmond Public Library

The Richmond Public Library has a wide range of free programs and resources for people of all ages at its four library branches—Brighthouse (main branch), Ironwood, Steveston, and Cambie. Anyone with a library card can access books, magazines, CDs, DVDs and eBooks in many different languages, use computers to find information, or attend programs for children, teens and adults. Children can enjoy story times and other events. Visit [www.YourLibrary.ca](http://www.YourLibrary.ca) to find out how to get a library card and learn about the many library services and programs.

### Sport Organizations

There are many independent sport organizations in Richmond that cater to various interests and ages, such as hockey, curling, soccer, softball, track and field, gymnastics, racquet sports and more. For a listing of community sport organizations in Richmond: [www.richmond.ca/discover/com-resources/organizations/sports](http://www.richmond.ca/discover/com-resources/organizations/sports).

### Ethnic Organizations

Richmond is home to a diverse array of cultures, languages, traditions, and practices. Over time, different groups have created their own cultural associations and communities. Newcomers may want to connect with these groups to meet new friends and help transition to life here in Richmond. For a list of ethnic organizations: [www.richmond.ca/discover/com-resources/organizations/arts.htm#EthnicGroups](http://www.richmond.ca/discover/com-resources/organizations/arts.htm#EthnicGroups).



*Richmond Culture Days*

### Religious Organizations

Richmond is a community of diverse faiths, religions and spiritual practices. Nowhere is this more apparent than along No. 5 Road, known as Highway to Heaven, with its concentration of churches, mosques, temples and religious schools, often right next to each other. For a list of religious organizations in Richmond: [www.rcrg.org/CommunityServicesDirectory](http://www.rcrg.org/CommunityServicesDirectory).

*\*The City of Richmond's programs and amenities have been impacted by the COVID-19 pandemic. For up-to-date information, visit [www.richmond.ca/COVID19](http://www.richmond.ca/COVID19).*



# 10 | Programs and Supports

## Income Assistance

Individuals who are in need and have no other resources may be eligible for income assistance (monthly payments) from the government. Income assistance is also referred to as welfare. They will need to demonstrate their financial situation to determine if they are eligible. They can contact the Ministry of Social Development and Poverty Reduction for more information: 1-866-866-0800 or [www2.gov.bc.ca/gov/content/family-social-supports/income-assistance](http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance).

## Recreation Subsidy Programs

The City of Richmond's Recreation Fee Subsidy Program (RFSP)\* helps people of all ages who are experiencing financial hardship to access Richmond's recreation facilities and programs. Richmond residents can apply for financial support so that they can participate in a wide variety of cultural, sport and general interest recreational activities. For more information: 604-247-4909 or [www.richmond.ca/subsidy](http://www.richmond.ca/subsidy).

The City of Richmond's Recreation Access Card\* entitles Richmond residents who live with a permanent disability that seriously impairs activities of daily living to receive a 50 per cent discount to drop-in activities at

community centres, aquatic centres, arenas and cultural facilities. Application forms can be picked up at City Hall, community centres or downloaded online. For more information: 604-247-4909 or [www.richmond.ca/services/CommunitySocialDev/accessibility/card](http://www.richmond.ca/services/CommunitySocialDev/accessibility/card).

KidSport provides funding for registration fees and equipment to kids 18 and under who are in need so they have access to sport and physical activity. For more information: 604-812-4042 or [www.KidSportCanada.ca](http://www.KidSportCanada.ca).

Canadian Tire Jumpstart provides financial assistance for children four to 18 years so they can participate in physical activities and sports programs and services. For more information: 604-247-4909 or [www.JumpStart.CanadianTire.ca](http://www.JumpStart.CanadianTire.ca).

## Living with a Disability

The Richmond Centre for Disability (RCD) offers a variety of specialized information, resources and activities to individuals living with disabilities and their support networks. RCD takes a cross-disability approach and helps create opportunities for those with disabilities to take more control of their lives. For more information: 604-232-2404 or [www.rcdRichmond.org](http://www.rcdRichmond.org).

The Richmond Therapeutic Riding Association (RTRA) offers a therapeutic horseback riding program for children and youth living with disabilities that promotes physical, social and psychological well-being. For more information: 604-241-7837 or [www.RichmondTherapeuticRiding.com](http://www.RichmondTherapeuticRiding.com).

The Richmond Society for Community Living (RSCL) provides programs and services that respond to the changing needs of individuals living with a developmental disability and their families over the course of their lives. A referral by a health or community professional, the Ministry of Children and Family Development or Community Living BC may be required for some programs and services. For more information: 604-279-7040 or [www.rscl.org](http://www.rscl.org).

The Pacific Autism Family Network (PAFN) is a network of supports for individuals with Autism Spectrum Disorder and their families across the province. It provides a “one-stop-shop” for families looking for support to navigate the vast sea of information, and brings together state-of-the-art resources for research, information, learning, assessment, treatment and support. For more information: 604-207-1980 or [www.PacificAutismFamily.com](http://www.PacificAutismFamily.com).

### Emergency Food and Shelter

The Richmond House Emergency Shelter provides 20 beds for men and 10 beds for women who are homeless and need emergency accommodation. Clients receive three meals a day as well as access to supports and assistance. For more information: 604-276-2490 or [www.SalvationArmyRichmond.org/?page\\_id=73](http://www.SalvationArmyRichmond.org/?page_id=73).

The Richmond Food Bank provides free, healthy food five days a week at different Richmond locations to individuals who are in need. Individuals who are unable to visit a depot due to a long-term injury, disability or illness may be eligible for grocery delivery with a doctor’s note. For more information: 604-271-5609 or [www.RichmondFoodBank.org](http://www.RichmondFoodBank.org).

The Richmond Food Security Society provides information about free or low cost community meals, community kitchens and cooking clubs, and community gardens in Richmond. For more information: 604-244-7377 or [www.RichmondFoodSecurity.org/hungry](http://www.RichmondFoodSecurity.org/hungry).

### Women, Seniors and Families

The Richmond Women’s Resource Centre provides women with resources, support groups, workshops, projects, programs, agency referrals and volunteering opportunities in English and Chinese. For more information: 604-279-7060 or [www.RichmondWomensCentre.bc.ca](http://www.RichmondWomensCentre.bc.ca).

Richmond Cares, Richmond Gives (RCRG) offers programs that connect seniors to services that help increase and maintain independence. Better at Home services include: light housekeeping, transportation, friendly visiting and volunteer shopping. Seniors Community Support Services include: seniors information and referrals, senior peer counselling and training seniors to become Community Action Ambassadors. For more information: 604-279-7020 (RCRG), 604-279-7021 (Better at Home) or [www.rcrg.org](http://www.rcrg.org).

Richmond Family Place Society provides programs for parents with children up to 6 years of age, with the



addition of siblings up to 12 years. Registered and drop-in programs are available at Richmond Family Place and at other locations in the community. For more information: 604-278-4336 or [www.RichmondFamilyPlace.ca](http://www.RichmondFamilyPlace.ca).

Family Services of Greater Vancouver – Richmond provides free and low cost community education programs, including: community cooking, parent education, financial empowerment, and the Richmond Family Friend program. Programs are offered in English, Cantonese, Mandarin, with support in Spanish. Counselling services are also available. For more information: 604-279-7100 or [www.fsgv.ca](http://www.fsgv.ca).

Richmond Kids is an online resource for families to access the information, services and supports they need to support their children's development. It connects parents, caregivers and staff in Richmond to programs, events, and resources for families from birth to school age. [www.RichmondKids.ca](http://www.RichmondKids.ca).

Connections Community Services provides programs and services that are responsive to the diverse needs of children, youth and families in Richmond. It is also home to the Pathways Aboriginal Centre, which provides a gathering place for Indigenous children, youth and families. For more information: 604-271-7600 or [www.ConnectionsCommunityServices.com](http://www.ConnectionsCommunityServices.com).

The Canada Child Benefit (CCB) is a tax-free monthly payment made to eligible families to help with the cost of raising children under 18 years of age. For more information: [www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html](http://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview.html).

The Healthy Kids Program provides coverage for basic dental treatment, optical care, and hearing assistance to children in low-income families. For more information: [www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids](http://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids).

### Mental Health and Addictions

Foundry is a province-wide network of integrated health and social service centres for young people ages 12 to 24. Foundry centres provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports. For services offered by Foundry Richmond: 604-674-0550 or [www.FoundryBc.ca/richmond](http://www.FoundryBc.ca/richmond).



Vancouver Coastal Health has a number of programs and services that provide mental health and substance use support to children, youth, adults, and seniors in Richmond. Anyone of any age can call the Richmond team at 604-204-1111. For more information: [www.vch.ca/RichmondMentalHealth](http://www.vch.ca/RichmondMentalHealth).

Pathways Clubhouse Society of Richmond supports mental illness recovery to create opportunities for education advancement, employment, family connections, new friendships and finding a residence. Public education is also provided to increase mental health and illness awareness and understanding. For more information: 604-276-8834 or [www.PathwaysClubHouse.com](http://www.PathwaysClubHouse.com).

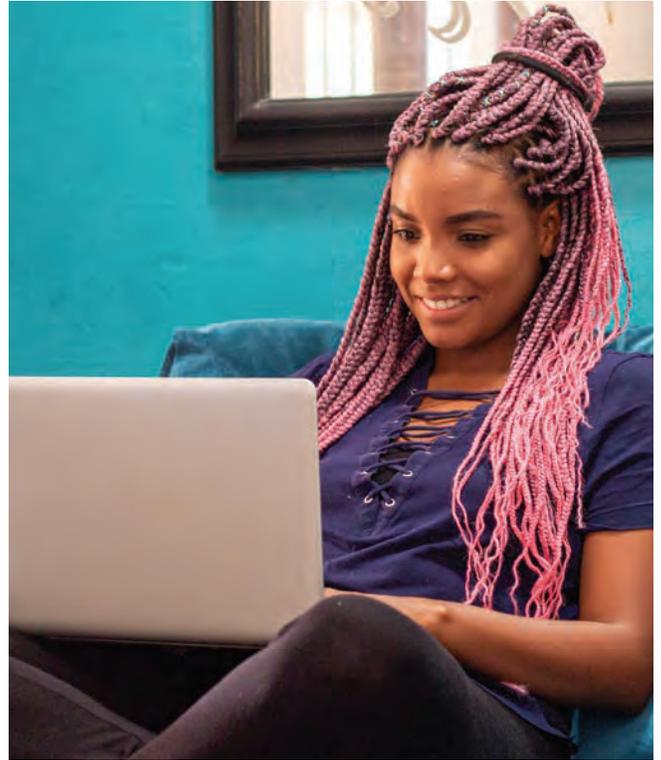
Richmond Addiction Services Society (RASS) offers counselling and support for youth, families and seniors in Richmond affected by substance use or other behavioural addictions. RASS also provides prevention programs in the community. Services are confidential and free. For more information: 604-270-9220 or [www.RichmondAddictions.ca](http://www.RichmondAddictions.ca).

Richmond Mental Health Consumer and Friends' Society (RCFC) provides recreational activities, socialization, volunteer opportunities, English and Chinese peer support programs and a peer support social group for individuals with mental illness. For more information: 604-675-3977 or [www.vch.ca/locations-services/result?res\\_id=1449](http://www.vch.ca/locations-services/result?res_id=1449).

Turning Point Recovery Society provides residential treatment and recovery services for individuals who want to stop using/misusing alcohol or drugs. The non-profit organization provides a safe, supportive and abstinence-based environment. For more information: 604-303-6844 or [www.TurningPointRecovery.com](http://www.TurningPointRecovery.com).

Here to Help provides information about mental health and substance use and how to support a loved one. For more information: 310-6789 (no area code required) or [www.HereToHelp.bc.ca](http://www.HereToHelp.bc.ca).

BC Responsible and Problem Gambling Program provides free, confidential and multilingual information about problem and responsible gambling to people struggling with their own or a family member's gambling. For more information: 1-888-795-6111 or [www.BcResponsibleGambling.ca](http://www.BcResponsibleGambling.ca).



Community Mental Wellness Association of Canada supports the recovery of individuals with mental health issues and aims to reduce the associated social stigma. Support services are provided in English, Mandarin and Cantonese. For more information: 604-273-1791 or [www.cmwac.ca](http://www.cmwac.ca).

## Crisis Lines

Chimo Community Services offers free counselling and support groups for adults, youth, children and families. Its crisis line provides free and confidential emotional support by professionally trained volunteers from 8:00 a.m. to midnight, seven days a week. To reach the crisis line, dial 604-279-7070. For information about other Chimo services: [www.ChimoServices.com](http://www.ChimoServices.com).

Distress Phone Services provide confidential, non-judgmental, free emotional support, 24 hours a day, seven days a week, for people experiencing feelings of distress or despair. The phone lines below are available in over 140 languages using a language service.

- Anywhere in BC: 1-800-784-2433 (1-800-SUICIDE)
- Mental Health Support Line: 310-6789 (no area code needed)
- Vancouver Coastal Regional Distress Line: 604-872-3311
- Seniors Distress Line: 604-872-1234

S.U.C.C.E.S.S Chinese Help Lines provide Cantonese and Mandarin-speaking callers with free confidential emotional support and referrals to community resources. The help lines are open from 10:00 a.m. to 10:00 p.m., seven days a week.

- Cantonese: 604-270-8233
- Mandarin: 604-270-8222

[YouthInBC.com](https://www.youthinbc.com) is an internet-based service where youth in distress can connect live, one-on-one with a crisis chat volunteer (noon to 1:00 a.m., seven days a week).

[CrisisCentreChat.ca](https://www.crisiscentrechat.ca) is a web-based hotline for adults (25+ years) in distress where they can access free, confidential, non-judgmental support (noon to 1:00 a.m., seven days a week).

## Abuse and Violence

VictimLinkBC is a confidential and multilingual telephone service available 24 hours a day, seven days a week by calling 1-800-563-0808 or sending an email to [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca). It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence. For more information: [www.VictimLinkBC.ca](https://www.VictimLinkBC.ca).

Nova Transition House provides temporary accommodation in a safe and secure environment for women and children who are experiencing violence or are at risk of violence. It is a free and confidential service available 24 hours a day, seven days a week with trained staff speaking more than 10 different languages. Women and children can stay up to 30 days while accessing emotional support and available resources. For more information: 604-270-4911 (Nova House Crisis Line) or [www.ChimoServices.com/get-help/nova-transition-house](https://www.ChimoServices.com/get-help/nova-transition-house).

Helpline for Children is a 24-hour helpline for children and youth who may feel unsafe, confused, or scared, and wish to talk with someone. Children, parents, community members, or anyone having reason to believe that a child is in danger, abused, or neglected, should report their concerns to this line, so that steps can be taken to ensure the child's safety and well-being. Call 310-1234 (no area code is needed).

The Seniors Abuse and Information Line (SAIL) is a safe place for older adults, and those who care about them to talk to a trained intake worker about abuse or mistreatment, receive information and support about issues that impact the health and well being of an older adult. Call 1-866-437-1940. The line is open every day between 8:00 a.m. and 8:00 p.m.

The BC Society for the Prevention of Cruelty to Animals (BCSPCA) works to rescue animals from abuse and works to protect and enhance the quality of life for all animals in BC. For more information: 1-855-622-7722 or [www.spca.bc.ca](https://www.spca.bc.ca).

## LGBTQ2S+

QMUNITY provides information, services, support and programs for members of the Lesbian, Gay, Bisexual and Transgender community and their allies. For more information: 604-684-5307 or [www.qmunity.ca](https://www.qmunity.ca).

There are weekly drop-in programs\* for youth, 13–24 years, who are interested in exploring the topics of gender and identity, gaining leadership skills, and connecting with other LGBTQ2S+ youth at various community centres in Richmond. Weekly meetings include discussions, guest speakers, crafts and out-trip activities. For more information, email [inclusion@richmond.ca](mailto:inclusion@richmond.ca).



*\*The City of Richmond's programs and amenities have been impacted by the COVID-19 pandemic. For up-to-date information, visit [www.richmond.ca/COVID19](https://www.richmond.ca/COVID19).*



# 11 | Community Safety

## Royal Canadian Mounted Police (RCMP)

The RCMP is committed to making homes and communities safer. Individuals can call 9-1-1 if they observe suspicious/criminal activity and a suspect is present. For all non-emergency incidents, where no suspect is present, they can call the non-emergency number at 604-278-1212. Non-emergency calls are things such as noise complaints, a break and enter not in progress, mischief/damage to vehicles not in progress, driving complaints, etc.

## Richmond Fire-Rescue

Richmond Fire-Rescue responds to the following types of calls: fire and fire alarms, medical emergencies, motor vehicle incidents, hazardous materials, water, confined space, crane, and tower rescues, and public service calls. For emergencies, call 9-1-1. For non-emergency incidents, call 604-278-5131 or [www.FireRescue.richmond.ca](http://www.FireRescue.richmond.ca).

## Richmond Block Watch

Block Watch is a free, community-based, crime prevention program aimed at helping residents organize their neighbourhoods to help prevent crime in the community. For more information: 604-207-4829 or [www.richmond.ca/safety/police/prevention/BlockWatch.htm](http://www.richmond.ca/safety/police/prevention/BlockWatch.htm).

## Community Safety App

The Community Safety app provides Richmond residents and businesses the ability to report a crime, commend an officer or file a complaint—all from the palm of their hand. Additional features include access to news releases, emergency alerts/broadcasts, criminal activity map, crime prevention information, events calendar and details on the many programs/services offered by Richmond RCMP. For more information: [www.richmond.ca/safety/police/prevention/comm-safety-app](http://www.richmond.ca/safety/police/prevention/comm-safety-app).



# 12 | Telephone and Information Lines

## 9-1-1

A 9-1-1 emergency is when someone needs help right away because of an injury or an immediate danger. Dialing 9-1-1 provides immediate access to all the emergency services. When individuals call 9-1-1, they will be asked if they need fire, police or ambulance.

- Callers should let the operator know if they need help in their own language so they can put an interpreter on the line to assist.
- Callers should be able to tell the operator their city, address, nearby streets, or other landmarks.
- If individuals call 9-1-1 by mistake, they should stay on the line and tell the operator it was a mistake. They will not get in trouble for dialing 9-1-1 by mistake.
- Parents should teach their children how to make a 9-1-1 call and what to say.
- The website [www.EComm911.ca](http://www.EComm911.ca) has information in several languages.

For more information on calling 9-1-1: [www.richmond.ca/safety/police/crime-report/WhenCall](http://www.richmond.ca/safety/police/crime-report/WhenCall).

## 8-1-1

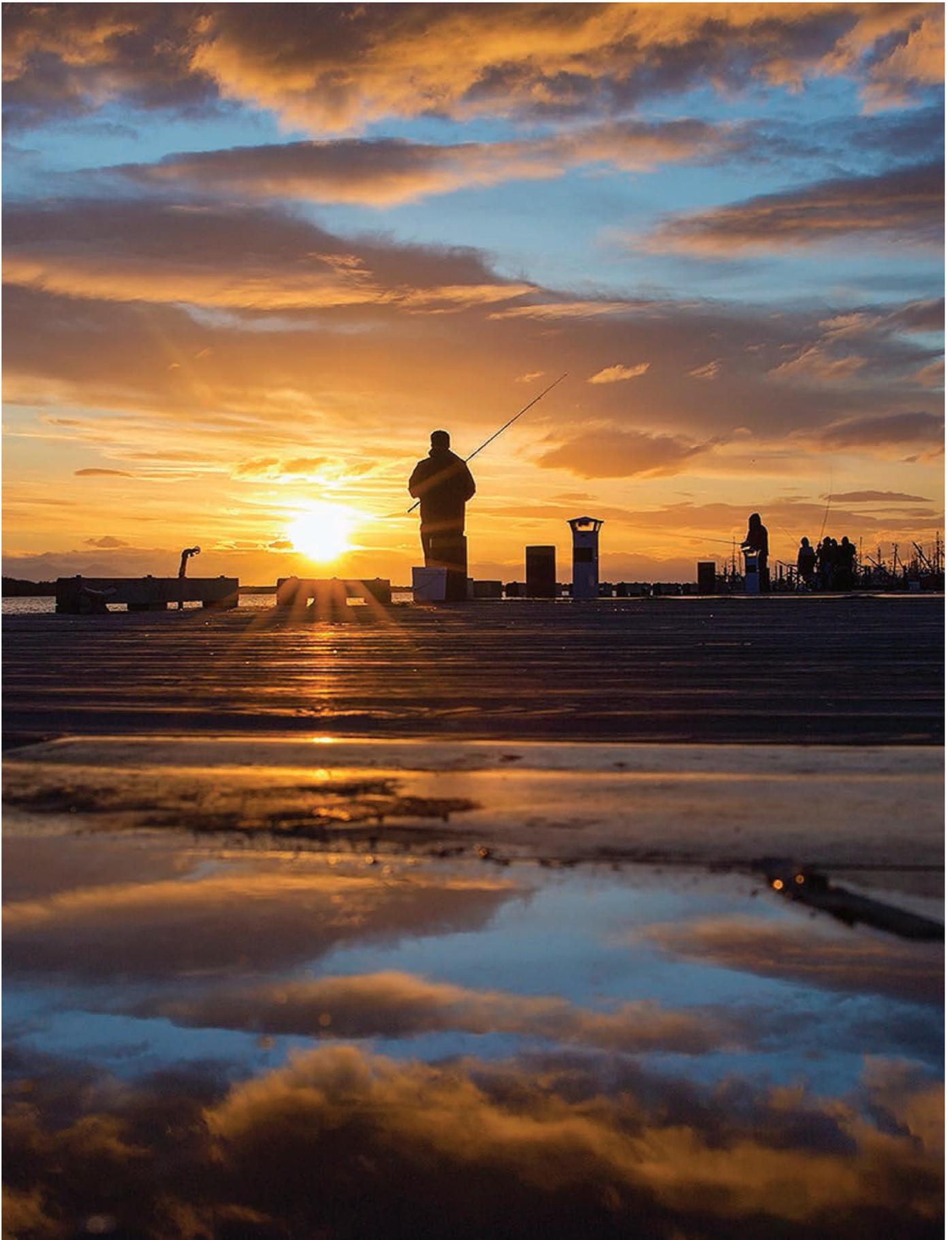
8-1-1 is a free-of-charge provincial health information and advice phone line available in British Columbia. Calling 8-1-1 allows individuals to speak to a health service navigator, who can help them find health information and services; or connect them directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Translation services are offered in more than 130 languages. It is available 24 hours a day, seven days a week.

## 2-1-1

2-1-1 is a confidential, multilingual telephone and texting service that provides free information and referral to a full range of community, social, and government services. It is available 24 hours a day, seven days a week.

## City Emergency Line

Individuals can call the 24-hour City Emergency Line at 604-270-8721 for other urgent matters such as serious water and sewer problems, road obstructions, traffic signal malfunctions, downed trees, icy roads or other problems of this nature.



*Imperial Landing Moorage / Fishing Float*

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