

Richmond Seniors Resource Guide

The following is a guide of available resources for seniors in Richmond, their families and caregivers during the COVID-19 pandemic. All information in this guide is accurate as of April 22, 2020. If you are looking for additional information or resources please call BC 2-1-1.



COVID-19 Information and Services

COVID-19 Helpline – BC Centre for Disease Control

**1-888-COVID19 or 1-888-268-4319 or via text message at
604-630-0300**

Non-medical information and answers to questions about COVID-19 including how to protect yourself and your family, social distancing, resources and assistance available from provincial and federal governments and what to do if you suspect you have it. Available seven days a week, in more than 110 languages, 7:30am to 8:00pm.

9-1-1

If you are experiencing life threatening injuries or 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

HealthLinkBC

8-1-1

For the deaf and hard of hearing: 7-1-1

A free provincial health information and advice phone line to assist with general health questions or COVID-19 related concerns. Callers may be connected directly with a registered nurse, registered dietician, qualified exercise professional, or pharmacist. Available in more than 130 languages.

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 open to all Richmond residents and available in multiple languages.

Safe Seniors, Strong Communities

2-1-1

www.bc211.ca

Free to seniors 65 years and over. This program is for seniors needing help and those wanting to volunteer to help. This program connects seniors with volunteers who can help them with the following:

- Phone or virtual friendly visits and check-ins
- Prepared meal delivery
- Grocery shopping and delivery
- Prescription pick up and drop off

Crisis and Support Lines

BC Grief & Bereavement Line

604-738-9950 or toll free 1-877-779-2223

Free and confidential service available Monday to Friday, 9:00am to 5:00pm that connects the public to grief support services within BC. COVID-19 resources available.

Crisis Line – CHIMO Community Services

604-279-7070

Free and confidential crisis support and referral information; open 8:00am to midnight 7 days a week. The Crisis Line also provides triage and direct links for callers to Richmond Mental Health Emergency Services, when needed.

Richmond Mental Health and Substance Use – Vancouver Coastal Health

604-204-1111

For Richmond residents of all ages needing support with mental health and substance use issues. Call to access information and connect with all mental health services available for older adults in Richmond. Translation is available upon request.

Seniors Abuse and Information Line (SAIL)

604-437-1940 or toll free 1-866-437-1940

TTY Teletype 604-428-3359 or toll free 1-855-306-1443

For seniors and those who care for them to talk with someone about situations of abuse and mistreatment. Available Monday to Sunday 8:00am to 8:00pm. Language Interpretation available Monday to Friday, 9:00am to 4:00pm.

Dementia Support

First Link® Dementia Helpline –
Alzheimer Society of B.C.

1-800-936-6033 (English)

Monday to Friday, 9:00am to 8:00pm

1-833-674-5007 (Cantonese and Mandarin)

Monday to Friday, 9:00am to 4:00pm

1-833-674-5003 (Punjabi)

Monday to Friday, 9:00am to 4:00pm

www.alzbc.org/COVID-19

The toll-free First Link® Dementia Helpline has extended hours for information and support for anyone affected by dementia including information dedicated to COVID-19 and dementia.

Financial and Legal Information

Legal Advocacy Program – Seniors First BC

604-437-1940 or toll free 1-866-437-1940

www.seniorsfirstbc.ca

Legal advice, advocacy and representation to people aged 55+ years who are not able to access legal help elsewhere due to low income or other barriers. Legal issues may involve tenancy, debt and government benefits.

Food and Meal Services

Richmond Food Bank

**#100-5800 Cedarbridge Way
604-271-5609**

No cost once weekly pre-packed food hamper for pick-up, Monday to Saturday, 10:00am to 3:00pm. Delivery for those with a long-term disability, injury or illness delivery is by referral only from a Doctor or Community Agency.

Meals to Go – Minoru Seniors Society

604-238-8450

www.minorucentre.ca/cafeteria

Nutritious take out prepared meals for all ages at the Seniors Centre at Minoru Centre for Active Living, Monday through Friday from 10:00am to 2:00pm (closed statutory holidays). Fresh and frozen items include \$7.35 entrees, \$3.15 soups and limited baked goods. For entry into the building, knock on the west doors (near the cafeteria) or call the number above during operating hours. Payment by debit/credit tap payments is preferred, cash accepted.

Meals on Wheels

604-732-7638 for Western Meals

604-733-6615 for Chinese Meals (Service in English and Cantonese)

Volunteers deliver nutritious meals to seniors and other homebound individuals at risk. Delivery is between 11:00am to 1:00pm Monday to Friday.

Housing Support

Seniors Rent Bank – CHIMO Community Services

604-279-7077

www.richmondrentalconnect.ca

Funding for people aged 55 and older who are at risk of eviction or essential utility disconnection due to a temporary shortage of funds, or financial crisis. Funding may also be available for a damage deposit or pet deposit, if the person is homeless or their current housing is unsafe or unsuitable. Funding is provided in the form of short-term interest free loans.

Outreach Services

Seniors Services – City of Richmond

604-238-8460

www.richmond.ca/safety/COVID-19/connect.htm

Call the Seniors Wellness Coordinator for information and referral to support services for seniors and tips for seniors to stay healthy, connected and engaged during COVID-19. Visit the website for virtual programming opportunities related to arts, culture and heritage, physical activity and wellness.

Richmond Public Library

778-837-6896

www.yourlibrary.ca

For direct help from a librarian about ebook, audiobook and e-resources or to make an appointment for 1-on-1 technology assistance over the phone, Monday to Friday 9:00am to 4:30pm
For information about online programs including health and wellness education and language learning opportunities, please call 604-231-6413.



City of Richmond

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

Telephone: 604-276-4000

www.richmond.ca