



Better at Home is funded by the Government of British Columbia.

## Senior Community Support COVID-19 Services

With more people self-isolating during the COVID 19 pandemic, some seniors who normally live independently with the help of family and friends are now finding those supports unavailable and may require more community supports to remain safely connected and engaged.

The Province of British Columbia and United Way of the Lower Mainland are expanding services to meet the critical needs of seniors affected by this crisis through the delivery of essential non-medical services, including those preventing social isolation, while still social distancing. Richmond Cares, Richmond Gives is designated as one of 24 COVID-19 Response Hubs for seniors. Below is the list of services we currently offer.

### Virtual Friendly Visiting

Designed to support seniors in Richmond to remain independent and connected to their community. Virtual Friendly Visiting is non-medical in nature and is **not** a counselling service. Visits occur once a week on the phone, Facetime, Zoom, Skype, etc. Duration of call depends on client and volunteer.

### Grocery Shopping and Delivery

Clients, or friend/family members on their behalf can provide their grocery order through phone, email, or fax to our staff member or Volunteer Phoner.

Groceries are shopped at:

- Seafair Safeway 8671 No 1 Road – every Tuesday and Thursday
- PriceSmart Foods 8200 Ackroyd Road – every Wednesday
- Delivery Time: 11 AM onwards.

Clients will provide their grocery **order at least 1-2 days in advance and before 2 PM**, with detailed information about the brand name, size, flavour, etc. Ice cream is not included for food safe reasons.

Clients will provide credit card information or store gift card for payment of groceries.

### Prepared Frozen Meals

Delivery is made every Monday and Thursday, orders need to be submitted the **day before, by 2 PM**. The cost is \$5.50 per meal. Clients must order a minimum of 5 meals.

Please call or email [CDickson@rcrg.org](mailto:CDickson@rcrg.org) for the menu. Clients will provide credit card information for payment of meals.



United Way helping seniors remain independent.

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### **Prescription Pick up and Delivery**

Clients should check with their pharmacy if delivery service is available, if not they can contact us for assistance. Clients need to have ordered and paid for their prescription before we can arrange for pick-up/delivery. Please give us advance notice for pickup of your prescription.

### **Senior Peer Counselling**

A **free one-on-one service for seniors** in Richmond and available in multiple languages. A province-wide program developed based on the belief that older people prefer to talk to other older people who may have similar life experiences

Counsellors complete a 54-hour training program before they are affiliated with the Senior Peer Counsellors of BC and begin counselling others

Sessions will take place on the phone, Facetime, Zoom, Skype, etc.

### **Family & Friend Caregiver Hub**

The purpose of the Richmond Family & Friend Caregiver Hub is to reduce isolation and encourage healthy aging among local caregivers and to offer support to distance caregivers, by connecting them to the support, information and services they require. At this time, caregivers will have access to a range of resources such as one-to-one emotional support, peer support, information and referral and other services. We are also working on ways to continue offering educational workshops and online resources to make it easier for caregivers to participate from their homes.

To ensure that family & friend caregivers have access to the support they need to care for an older adult living in our community, please contact the Richmond Family & Friend Caregiver Hub by email to [caregivernavigator@rcrg.org](mailto:caregivernavigator@rcrg.org) or phone us at 604-279-7020.

**Call 604-279-7020 to register with our staff.**