CITY OF RICHMOND

Homelessness Resource Guide

July 2025

Richmond

Richmond Homelessness Resource Guide

This guide highlights a range of City, provincial, federal and community resources available to support individuals and families who are experiencing homelessness or who are at risk of losing their housing.

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: 604-276-4243 or email Homelessness@Richmond.ca.

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Crisis Support

Crisis Lines Available 24 Hours 7 Days a Week

National Suicide Line
Call or Text 9-8-8

BC Mental Health & Crisis 310-6789

BC Suicide Prevention & Intervention Line 1-800-784-2433

Vancouver Coastal Regional Distress Line 604-872-3311

HealthLink BC 8-1-1

BC211 Help Starts Here 2-1-1

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.

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 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 in English, French, Cree, Anishnaabemowin and Inuktitut.

Seniors Distress Line

604-872-1234

Free, confidential 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

VictimLinkBc@bc211.ca

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

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

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 including financial assistance for veterinary care, temporary foster care, help locating missing pets, pet food bank, and 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 p.m.–10:00 p.m.

S.U.C.C.E.S.S. Helpline
1-888-721-0596

Confidential emotional support and referrals to community resources for non-English-speaking individuals. Available in Mandarin line 1 and Cantonese line 2. 7 days a week 10:00 a.m.–10:00 p.m.

Available in; Korean line 3, Farsi-Dari line 4 and Ukrainian line 5 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 meals, showers, laundry, telephone, computer and internet access, mail delivery and referrals. Supports for individuals experiencing homelessness are available at the Drop-in Centre Monday to Friday 9:00 a.m.–4:00 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, 9:30 a.m.–5:00 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.

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 Voice and Vision program offers cultural workshops, family nights and connects Indigenous youth and families to supports and services.

Turning Point Recovery Society - Outreach
604-303-6844

Monday to Friday Outreach workers are available for appointments in the community or by phone.

City of Richmond Homelessness Outreach Workers
604-276-4243

Homelessness@Richmond.ca

Workers can meet clients wherever they are located in Richmond. They can assist people with access to supports, information and referrals.

Meals and Food Services

Community Meals

1 Richmond Presbyterian Church
604-277-5410
7111 No. 2 Road

Meals are served 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 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.

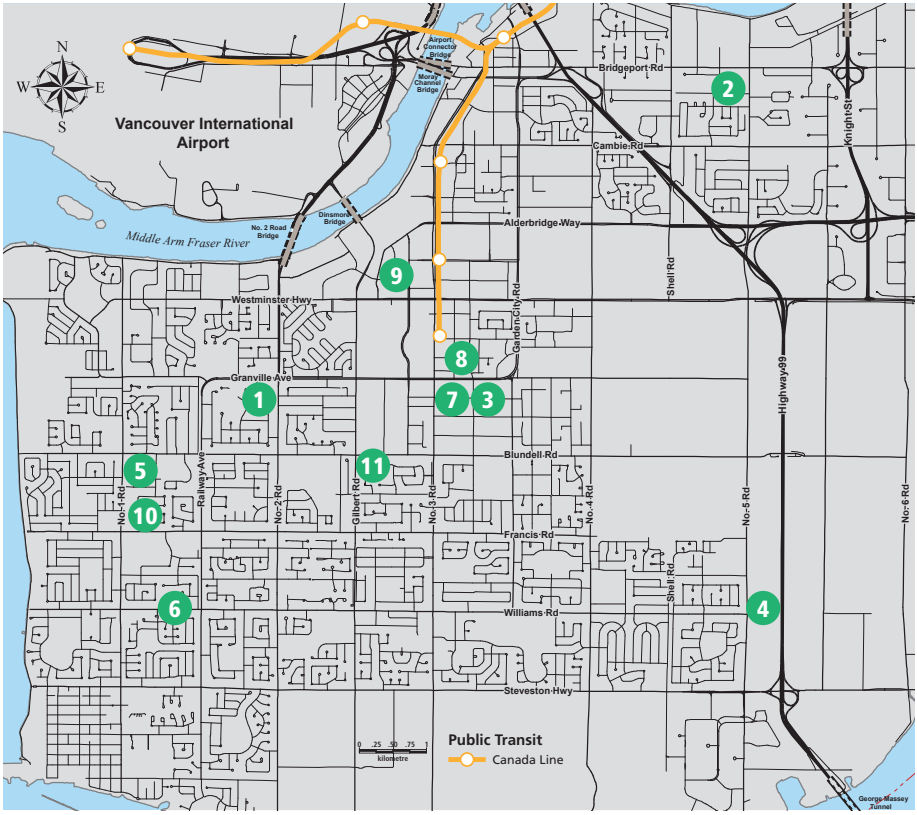
5 Gilmore Park United Church
604-277-5377
8060 No. 1 Road

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

6 St. Joseph the Worker
604-277-8353
4451 Williams Road

Meals are served on Saturday at 6:30-7:30 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.

Salvation Army Mobile Food Truck

604-277-2424

Meals are served Monday to Friday 7:00-9:00 p.m. Location is subject to change, please refer to map on website for current location.

No or Low Cost Community Meals and Food Programs

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.–1:00 p.m.
Seniors 65+ Thursday 11:00 a.m.–1:00 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 Wednesday from 10:00 a.m.–2:00 p.m.

Shelters and Housing

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 Shelters

https://Smap.BcHousing.org/

A map and listing of year-round shelters, temporary winter shelters 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
www.RichmondHouseSA.ca

A 55 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 accommodation for women and children fleeing violence. Services are available in multiple languages 24 hours a day, 7 days a week.

Housing

City of Richmond Affordable Housing Guide

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

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 Women's Resource Society

604-800-8882

HppVancouver@atira.bc.ca

www.Atira.bc.ca

In Richmond, 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 are at risk of homelessness to remain in their current housing or to secure market rental housing with a short-term rental supplement. Call for more information.

Indigenous Housing Provider List

www.BChousing.org/Housing-Assistance/Rental-Housing

A list of Indigenous housing organizations that have 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.

Personal Care, Clothing and Items

Showers & Laundry

Blundell Coin Laundry
778-297-7874
150-4775 Blundell Road

Easy Kleen Laundromat & Drycleaning
604-273-6925
123-8571 Alexandra Road

Garden City Coin Laundry
604-244-1120
110-8040 Garden City Road

McNair Park Washroom and Shower
9460 No. 4 Road

Open dawn to dusk.

Richmond Drop-in Centre
604-644-1418
7840 Granville Avenue

Services are free and include laundry and showers available 9:00 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

Richmond Hospital Auxiliary Thrift Shop
604-271-1551
3731 Chatham Street

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.

Treasure Cottage
604-274-8866
3800 Moncton Street

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
Vancouver

www.WorkingGear.ca

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

Walk-in Clinics

Anne Vogel Clinic

604-675-3975
210-7671 Alderbridge Way

The clinic provides medical care and support to individuals with substance 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

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

East Richmond
604-244-5560
95-10551 Shellbridge Way

Care is provided for unexpected, non-life-threatening health concerns that require same-day treatment. Including fever, cuts, mental health, harm reduction supplies, 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

Limited walk-in care available. 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 children, youth, and adults for issues relating to abuse, sexual assault, grief, and gender-based violence.

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 supports to those experiencing mental health conditions or substance use issues. Interpreters are available for many languages. Services are available Monday to Friday 8:30 a.m.-4:30 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. 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
210-7671 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 8:30 a.m.-4:30 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.

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.

Turning Point Recovery Society

604-649-3648

www.TurningPointRecovery.com

Turning Point Recovery Society offers bed-based recovery programming in Richmond, Vancouver, North Vancouver and Squamish plus counselling and Second stage housing for Individuals with addiction and mental health needs. Turning Point also offers affordable Second Stage Housing for Women and Children in Richmond. For information please visit our website or call; 604-649-3648.

Harm Reduction Supply Map

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.

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. Virtual and phone supports are available. Visit the website for more information. Services can be booked by phone, online or the Foundry BC app.

Additional Locations with Walk-In Harm Reduction Supplies

City Centre Urgent and Primary Care
110-4671 No. 3 Road

East Richmond Urgent and Primary Care
95-10551 Shellbridge Way

Richmond Health Unit
8100 Granville Avenue

Richmond Hospital
7000 Westminster Highway

General Health Services

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.

Access Richmond Website

www.AccessRichmond.ca

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

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

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.

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.

Canadian Dental Care Plan
People that meet eligibility requirements can receive help to pay for dental care. Visit the website for more information and to apply.

www.canada.ca/en/services/benefits/dental/dental-care-plan.html

Dental Coverage
1-866-866-0800

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.

Computer Access and Wi-Fi

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

Wi-Fi network: CFPublicWifi

Richmond Drop-in Centre

604-644-1418

7840 Granville Avenue

Services include use of computers, wifi and telephones for individuals experiencing homelessness. Monday to Friday 9:00 a.m.–4:00 p.m. Hours of operation can change, phone to confirm.

Richmond Public Library

Brighouse 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

Employment Services

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.

Vertical Staffing Resources
604-874-5567
1688 East Broadway, Vancouver
www.VerticalStaffingResources.com
Vertical Staffing helps people find temporary, on-demand and permanent work.

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

778-732-4718
1030-10820 No. 5 Road
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.

Banking and Money

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 and referrals to financial coaching. Services are offered by phone.

Financial Literacy Workshops
Banking and budgeting workshops are offered throughout the year by organizations. Contact homelessness@richmond.ca or the Richmond Drop-in Centre for info on upcoming workshops.

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, Federal and Provincial income programs and debt issues. Services are offered in multiple languages.

Community Volunteer Income Tax Program

www.canada.ca/en/revenue-agency/campaigns/free-tax-help

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. Contact homelessness@richmond.ca or the Richmond Drop-in Centre for info on upcoming clinics.

Government Assistance and Income

Canada Pension Plan

1-800-277-9914

www.canada.ca/en/employment-social-development/programs/pension-plan

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

Canada Revenue Agency

1-800-959-8281

www.Canada.ca/CRA

Information about income tax refund and requesting T-slips.

Employment Insurance

1-800-206-7218

www.canada.ca/en/employment-social-development/programs/ei

Access information and your employment insurance account over the phone.

GST Credit

1-800-387-1193

Information about the GST credit.

Ministry of Social Development and Poverty Reduction (MSDPR)

1-866-866-0800
220-7577 Elmbridge Way

Provides services for income assistance, disability assistance and employment.

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.

Transportation

BC Bus Pass Program

1-866-866-0800

www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass

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 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.

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.

Legal Advocacy and Advice

Access Pro Bono

1-877-762-6664

www.AccessProBono.ca

Free laywers 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.

Advocacy Access Program

604-872-1278

www.DisabilityAllianceBC.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.

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.

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

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.

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.

Tenant Resource and Advisory Centre

604-255-0546
1-800-665-1185

www.Tenants.Bc.ca

Tenant 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.

Replacing ID

The steps to replace lost/stolen ID or get ID for the first time will depend on the situation. The Richmond Drop-in Centre can help with this process. (page 5)

When applying for a birth certificate, contact the Vital Statistics agency in the province of birth.

Recreation

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 recreation and fitness opportunities at a reduced cost.

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