



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

Senior Community Support 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 under the Safe Seniors, Strong Communities Initiative. Below is the list of services we currently offer.

To access the services, clients must be 65 or older and reside in Richmond though exception may be made for clients as young as 55 who are living with a chronic health condition. Clients can be referred to the services by health care professionals, friends and family or can refer themselves. **Call 604-279-7020 to register for services.**

Virtual Friendly Visiting

A **free one-on-one service for seniors** available in multiple languages. Designed to support seniors to remain independent and connected to their community. Virtual Friendly Visiting occur once a week on the phone, Facetime, Zoom, Skype, etc. Duration of call depends on client and volunteer. Post pandemic the visits will continue as a home visiting program if clients prefer.

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 day 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 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 for the menu. Clients will provide credit card information for payment of meals.



United Way helping seniors remain independent.

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Prescription Pickup and Delivery

This service is for clients whose pharmacy does not provide delivery. Clients need to have ordered and paid for their prescription before pick-up/delivery. Advanced notice of 4-5 days is required.

Senior Peer Counselling

A **free one-on-one service for seniors** available in multiple languages. A province-wide program was developed based on the belief that when older people are experiencing anxiety, frustration, or loneliness they are most comfortable speaking with a peer. The Senior Peer Counselling volunteers have completed a 54-hour training program through Senior Peer Counsellors of BC.

Weekly virtual visits will take place on the phone, Facetime, Zoom, Skype, etc. Post pandemic the visits will continue as a home visiting program if the client prefers.

Light Housekeeping

This service offered in partnership with professional contractors, helps seniors maintain safe and healthy homes. The fee is a sliding scale based on the annual family income.

Seniors Information & Referral

Trained volunteers help seniors, and their families find information on multiple topics, including housing, government benefits, the Medical Services Plan of BC, etc. Income tax filing is available throughout the year for low-income seniors. Though in person appointments are suspended at this time, information can be requested over the phone or arrangements can be made to drop off paperwork at the office and pick up upon completion. This service is available in multiple languages.

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.

If you provide unpaid care to an older adult living in our community, we can support you on your caregiving journey. Contact the Richmond Family & Friend Caregiver Hub at 604-279-7020 or caregivernavigator@rcrg.org. You can also visit us online at www.rcrg.org/caregivers.