



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.

### Transportation

Our Transportation service, supported by volunteer drivers, is for medical and selected non-medical appointments within and outside Richmond. Rides are subject to volunteer's availability. The fee is a sliding scale based on the annual family income. Currently we are taking a waiting list for this service.

### 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.



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### Prepared Frozen Meals

Delivery is made every Thursday bi-weekly, orders need to be submitted the **Tuesday 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 or clients may pay by cheque or cash.

### 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 and a waiting list for subsidized services.

### Seniors Community Connections

For older adults and their families, we offer a free information & referral service, called **Seniors Community Connections**. Our trained volunteers can help clients access a wide range of community resources, whether related to housing, healthcare, transportation, government benefits, or another area where clients have questions or need support.

Beyond providing information, volunteers can assist with completing government forms and filing basic tax returns.

Information & referral sessions are held at our office in the Richmond Caring Place, located at 190 - 7000 Minoru Boulevard. To schedule an appointment, give us a call at **604-279-7020** or email [info@rcrg.org](mailto:info@rcrg.org). This service is available in multiple languages.



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### 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](mailto:caregivernavigator@rcrg.org). You can also visit us online at [www.rcrg.org/caregivers](http://www.rcrg.org/caregivers).



## 耆英社區支援服務

隨著越來越多的人在 COVID 19 疫情期間自我隔離，一些通常在家人和朋友的幫助下獨立生活的長者現在發現無法獲得這些支持，可能需要更多的社區支援服務才能保持安全聯繫和參與。

卑詩省政府，低陸平原聯合公益金(United Way) 正在擴大服務範圍，通過提供基本的非醫療服務，包括在保持社交距離的同時，防止社會孤立，滿足受這場疫情影響的長者的關鍵需求。**Richmond Cares, Richmond Gives** 被指定為長者安全，強大社區倡議下的 24 個長者 COVID-19 響應中心之一。以下是我們目前提供的服務：

要獲得這些服務，長者必須年滿 65 歲並居住在列治文，但對於年僅 55 歲且患有慢性疾病的長者可能會例外。長者可以由醫療保健專業人員、朋友和家人轉介到服務，也可以自己轉介。請致電 604-279-7020 註冊。

### 虛擬網上友好探訪

為長者提供多種語言的免費一對一服務。旨在支持長者保持獨立並與社區保持聯繫。虛擬網上友好探訪每週通過電話、Facetime、Zoom、Skype 等進行一次。通話時間取決於長者和志願者。疫情過後，如果長者願意，探訪將作為家訪計劃繼續進行。

### 交通服務支援

我們的交通服務是由志願者義務提供，適用於列治文內外的醫療和指定的非醫療預約。每次服務都要取決於能否找到志願義工者協助。此服務是須付費的，該費用是基於家庭年收入的浮動比例計算。目前，申請此項服務須放在等候名單。

## 雜貨代購和送貨

長者或代表他們的朋友/家人可以通過電話、電子郵件或傳真向我們的工作人員或致電義工提供他們的雜貨訂單。

雜貨在以下地點購買：

- Seafair Safeway 8671 No 1 Road - 每週二和週四

- PriceSmart Foods 8200 Ackroyd Road - 每週三

- 送貨時間：上午 11 點開始。

長者請至少提前 1 天和下午 2 點之前提供他們的雜貨訂單，並提供有關品牌名稱、大小、口味等的詳細信息。出於食品安全原因，冰淇淋不包括在內。

長者請提供信用卡資料或商店禮品卡以支付雜貨。

## 準備好的冷凍食品

每兩週的星期四發貨一次，訂單需要在前一天下午 2 點之前提交。每餐費用為 \$5.5。長者必須至少訂購 5 餐。

請致電或發送電子郵件至 [CDickson@rcrg.org](mailto:CDickson@rcrg.org) 獲取菜單。長者請提供信用卡資料以支付餐費，或者可以通過支票或現金支付。

## 處方藥取貨和送貨

此服務適用於藥房不提供送貨服務的長者。長者需要在取貨/送貨前訂購併支付處方費用。需要提前 4-5 天通知。

## 耆英同輩輔導服務

為長者提供多種語言的免費一對一服務。一項全省範圍的計劃是基於這樣一種信念，即當長者感到焦慮、沮喪或孤獨時，他們最願意與同齡人交談。每位同輩輔導員均參與卑詩省的同輩輔導計劃完成了 54 小時的培訓。

## 輕管家

這項服務與專業承包商合作提供，幫助長者維護安全和健康的家園。該費用是基於家庭年收入和補貼服務等待名單的浮動比例計算。

## 耆英社區聯繫服務

對於長者及其家人，我們提供免費的信息和轉介服務，稱為長者社區聯繫服務。我們訓練有素的義工可以幫助長者獲得廣泛的社區資源，無論是與住房、醫療保健、交通、政府福利或任何需要支援及查詢的事項。

除了提供信息外，義工還可以協助填寫政府表格和提交基本納稅申報表。

任何查詢及提取資源，歡迎來臨本中心，190 - 7000 Minoru Boulevard, Richmond Caring Place。若需要個別資訊，請致電 604-279-7020 或電郵至 [info@rcrg.org](mailto:info@rcrg.org) 預約。我們提供多種語言服務。

## 列治文家庭及朋友照顧者資源中心

**Richmond Family & Friend Caregiver Hub** 的目的是減少無償照顧者的孤立感，鼓勵健康老齡化，並通過一系列的資源信息和多元化的服務，為他們提供適當的支援；包括一對一的情緒上的支持、同輩輔導、信息和轉介服務等，並安排網上教育研討講座和豐富的線上資源，以便無償照顧者更容易在家中參與。

如果您為居住在我們 Richmond 社區的長者提供無償的照顧，我們可以在您的護理過程中為您提供支援。歡迎與列治文家庭和 friend 照顧者中心聯繫。請致電 604-279-7020 或電郵至 [caregivernavigator@rcrg.org](mailto:caregivernavigator@rcrg.org) 或到網站 [www.rcrg.org/caregivers](http://www.rcrg.org/caregivers) 瀏覽詳情。