



To: Planning Committee **Date:** December 18, 2008
From: Vern Jacques **File:** 07-3300-01/2008-Vol 01
 Acting Director, Recreation and Culture
Re: **Welcome to the City of Richmond - A Guide for Newcomers.**

Staff Recommendation

1. That the publication entitled *Welcome to the City of Richmond - A Guide for Newcomers* (Attachment 1 to the report dated December 4, 2008 from the Acting Director, Recreation and Culture) be endorsed.
2. That the Richmond Intercultural Advisory Committee (RIAC) seek funding from senior government and other sources (including corporate sponsorship) for the translation of this publication into other commonly-spoken languages in Richmond, and for the subsequent production and distribution of the Guide.

Vern Jacques
 Acting Director, Recreation and Culture
 (604-247-4930)

Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Policy Planning	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	REVIEWED BY CAO	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

Staff Report

Origin

The *Welcome to the City of Richmond - A Guide for Newcomers* originates from being identified as an action in the Richmond Intercultural Advisory Committee's (RIAC) 2004-10 Strategic Plan and subsequent annual work plans. These documents have been endorsed by Council. Strategic Direction 9 (Continue Support For Newcomers) in RIAC's Strategic Plan is to "*welcome newcomers to Richmond through stakeholder partnerships (e.g. hosting an annual event, brochure, letter of welcome)*".

The purpose of this report is to present the 'Guide for Newcomers' for Council endorsement.

Findings Of Fact

The City of Richmond has more residents who were born outside of Canada than any other municipality in British Columbia. In 2006, almost 100,000 residents (57.4% of Richmond's population) were born outside of Canada. In 2001, this figure stood at 54% of Richmond residents.

Newcomers to Richmond are increasingly arriving from countries where their first language is not English, and where social and government structures are organized very differently. This is leading to:

- Challenges for many newcomers as they navigate the system in Richmond to access and influence services and get established in their new home.
- Challenges for service providers across all sectors in Richmond, as they look to develop more appropriate ways to inform recently arrived residents of the services that they provide, and to appropriately involve these people in Richmond's civic and community life.

In 2006, RIAC appointed a subgroup to develop a Guide for Newcomers. This RIAC subgroup worked with City staff and partners, and the resulting document has been prepared in consultation with City of Richmond Advisory Committees¹, non-profit organizations, community partners, and all City of Richmond departments. Through RIAC membership, a wide range of agencies have provided direct input, including Vancouver Coastal Health, Volunteer Richmond Information Services, SUCCESS and the Richmond Multicultural Concerns Society. The Guide has therefore been prepared with specialist support from Richmond's leading immigrant serving agencies.

Analysis

Richmond does not currently have a concise document that explains the range of services that are offered by the City and others for newcomers. There is a need for a document that is written and designed with recently arrived residents (and in particular recent immigrants to Canada) in mind.

¹ Richmond Community Service Advisory Committee (RCSAC), Richmond Seniors Advisory Committee (RSAC), Richmond Child Care Development Advisory Committee (RCCDAC).

The *Guide for Newcomers* is designed to do this in a way that complements existing guides for newcomers, in particular the BC Government's 'Provincial Newcomers Guide'. The City of Richmond's *Guide for Newcomers* helps to localise important information for new residents and makes this information accessible and relevant to their settlement in Richmond. It does this by providing information to meet their essential short term needs; whether this be in finding employment or housing, or by providing important information about City services, government agencies, and non-profit and community agencies. This information helps new residents in their long term settlement and integration.

The Guide has been kept free of unnecessary jargon and the overly complex use of English. This has been done to make the information accessible to new immigrants, as well as making it easy to translate it into other commonly-spoken languages in Richmond.

The overall objective of the Guide is to be a major resource for recently arrived residents in Richmond, to help them successfully settle in the community, and become involved in civic and community life. Other complementary objectives are to:

- Provide clear and accurate information about Richmond.
- Provide accurate and accessible information about the City of Richmond's services and how to access and influence these services.
- Convey a basic understanding of the role of City government and explain avenues for public involvement.

The *Guide for Newcomers* is designed to be a working document that is subject to periodic review and updating. Each version will be produced in low print runs, with a copy available on the City's website. This approach will allow the Guide to be easily updated with minimum impact on resources. The intention is to update the Guide periodically (e.g. in 2010). Updating will be coordinated by Policy Planning, in partnership with RIAC, other City Departments and community organizations, such as SUCCESS.

Next Steps

After Council endorsement, the following steps will be taken:

- Print 500 hard copies of the English language version of the Guide.
- Translate the Guide into Chinese and print 500 copies. Currently 56,665 Richmond residents (33% of the population) identify Cantonese or Mandarin as the language they speak most often at home.
- Organize and host a special event to launch and publicize the Guide (date and location TBD)
- Distribute both English and Chinese language versions to immigrant-serving agencies, leading non-profit societies that work with immigrants, City and partner facilities (e.g., Community Centres, Cultural Centre), Richmond Hospital, Richmond libraries, and Richmond schools. The Guide would also be made available on-line on the City of Richmond website.
- Seek funding in 2009 (by RIAC - from senior government and other potential sources, such as corporate sponsorship) for translation of the Guide into other languages commonly

spoken in Richmond, such as Punjabi (spoken by almost 4,000 or 2.3% of residents) and Tagalog (spoken by 3,100 or 1.8% of residents), and for its on-going printing and distribution costs.

- Print and distribute 'other language' versions of the Guide (as per distribution network outlined above).
- Review and update periodically, with on-going distribution of Guide.

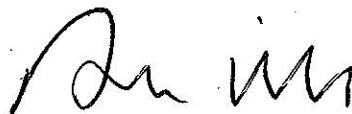
Financial Impact

At this time, costs for the limited production and distribution of the English-language and Chinese-language versions of the Guide for Newcomers can be accommodated within existing budgets.

It is recommended that RIAC seek senior government and other funding (including corporate sponsorship) for the ongoing production and distribution of this publication (including translation into other languages such as Punjabi and Tagalog). If no outside assistance can be obtained to take this project forward, then an application for additional levels funding will be submitted through the annual budgeting process.

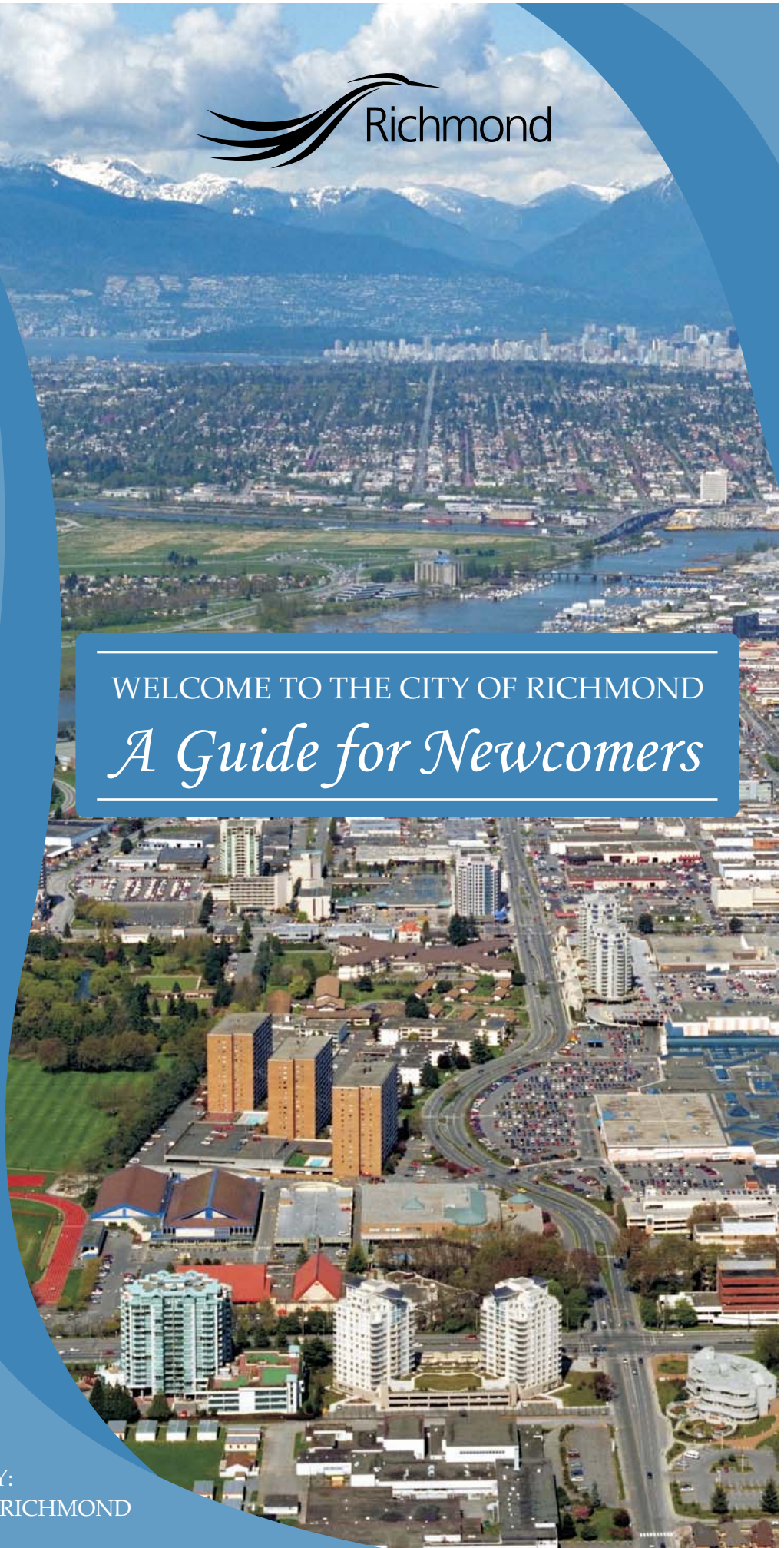
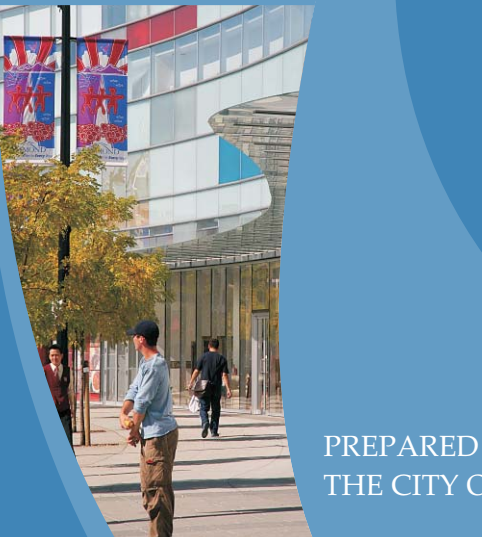
Conclusion

The *Welcome to the City of Richmond - A Guide for Newcomers* ensures that recent residents to Richmond receive relevant and meaningful information that meets their settlement needs. It explains in a clear and jargon-free manner how the City of Richmond operates, and how to access the services it provides. The initial English and Chinese language versions will form the basis of translated versions of the Guide (e.g. Punjabi, Tagalog).



Alan Hill
Cultural Diversity Coordinator
(604-276-4391)

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WELCOME TO THE CITY OF RICHMOND
A Guide for Newcomers

PREPARED BY:
THE CITY OF RICHMOND



Greetings From The Mayor:

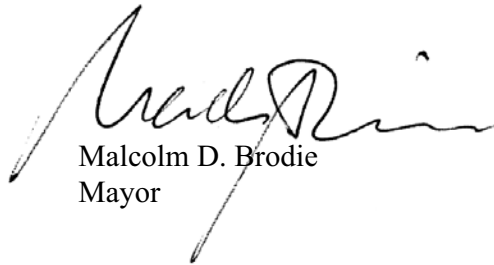
On behalf of City Council and the residents of Richmond, I would like to welcome all newcomers to Richmond and to thank all contributors to the City of Richmond's Guide for Newcomers.

Initiated by the Richmond Intercultural Advisory Committee, this Guide for Newcomers is an essential and valuable source of information for new immigrants, visitors and Richmond residents. This Guide will enable individuals to acquire useful information about our local community, programs available for seniors and children, city services and the services of our partners.

Richmond has been experiencing tremendous growth and change, transforming from a suburban community to an international city known for its vision "to be the most appealing, livable, and well managed community in Canada."

I hope that you will find the City of Richmond's Guide for Newcomers to be a useful tool which helps you live and thrive in Richmond.

My best wishes to all users of, and contributors to, the City of Richmond Guide for Newcomers!



Malcolm D. Brodie
Mayor

***Richmond's Intercultural Vision is:
"for Richmond to be the most welcoming, inclusive
and harmonious community in Canada"***

Disclaimer

The information contained in this guide is for general information purposes only. While the City of Richmond believes the content to be up-to-date and correct at the time of production, it makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or other information contained on in the guide for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will The City of Richmond be liable for any loss or damage including without limitation, indirect or consequential loss or damage arising out of, or in connection with, the use of this guide.

This guide provided links to websites which are not under the control of The City of Richmond. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Richmond Intercultural Advisory Committee

The City of Richmond Newcomer's Guide was coordinated and created through the vision of the Richmond Intercultural Advisory Committee. The purpose of this Committee is to enhance intercultural harmony and strengthen intercultural co-operation in Richmond. This is done by advising City Council on relevant issues and working to make sure City services are open and accessible to all Richmond residents.

Acknowledgements

This Guide has been produced by the City of Richmond, under guidance of a subgroup of the Richmond Intercultural Advisory Committee (RIAC) comprising Lawrence Lim (Chair), Rod Belleza, Nick Chopra, Mohinder Grewal, Jocelyn Wong and Daphne McMillan. The Chair of this subgroup wishes to particularly thank Alan Hill, Cultural Diversity Coordinator for the City of Richmond, for his hard work in pulling this document together.

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Introduction

Welcome to the City of Richmond! This Guide will help you learn more about the City of Richmond and the services available to you and your family.

A Checklist for New Immigrants

During the first few weeks of your arrival in Richmond, it's important to:

- Find a place to live
- Set up your banking and finance
- Find work
- Understand the transportation systems
- Know about schools
- Find childcare
- Sign up for healthcare
- Know how to get emergency help
- Discover the Richmond-based support organizations

NOTE: If this Guide does not provide you with the information you require, additional newcomer information is available in the Government of British Columbia's (Provincial Government) "Newcomers' Guide to Resources and Services." Visit www.welcomebc.ca for English, French, Chinese, Punjabi and Korean versions.

For more information on multiculturalism and immigration in BC, call the Attorney General's office at 604-660-2203, email ag.sam@gov.bc.ca or visit www.welcomebc.ca.

Welcome to the City of Richmond

The City of Richmond’s vision is to be the most appealing, livable and well-managed community in Canada.

Richmond is one of the most multicultural communities in Canada and many newcomers have made it their home. The cultural diversity and unique geography of Richmond makes it a great place to live, work and play!

A dynamic inter cultural community, Richmond is growing into a highly livable, cosmopolitan city, with many restaurants, shopping centres, recreational and entertainment facilities. A priority for the City of Richmond is to preserve our fishing and farming heritage as well as protect our rich natural environment, where you can explore beautiful trails, historic sites, attractive gardens and much more.

Richmond is also expanding economically with more than 12,000 businesses based in the City. Richmond’s special combination of economic strength and celebrated livability has attracted tens of thousands of newcomers from around the globe. Richmond is a sea port and major distribution centre with a unique mixture of industries including agricultural, high tech, electronics and retail. The Vancouver International Airport is also located in Richmond and is Western Canada’s major “Pacific Gateway.”



Richmond Facts and Map

Richmond is a unique island city comprised of 17 islands nestled at the mouth of the Fraser River. With the coastal mountain range as a backdrop, our city is surrounded by beauty.

Close to other Metro Vancouver areas, Richmond is only 30 minutes south of downtown Vancouver, 20 minutes from Burnaby, 40 minutes from the North Shore and 30 minutes from the United States border.

Richmond has over 90 parks covering 1,400 acres, with over 80 km of designated recreational trails. All four seasons bring a change in weather, but Richmond residents enjoy a mild climate year-round.

Size:

129.6 square kilometres (49.8 sq. miles)

Population:

Over 185,400 culturally diverse residents (in 2006)



Richmond History and People

Richmond has always been an intercultural city, with immigrants currently making up over 60% of the city's population.

The number of Richmond residents who are Chinese-Canadian has climbed 30% in the last 10 years due to emigration from Hong Kong, Taiwan and Mainland China. Today, Richmond has a population with links to every continent.

First Nations trade and settlement has been part of Richmond's rich history for thousands of years. European, Japanese, South Asian and Chinese settlers arrived dating back to the 1860's. Agriculture, boat building, fishing and fish canneries were the main industries at that time.

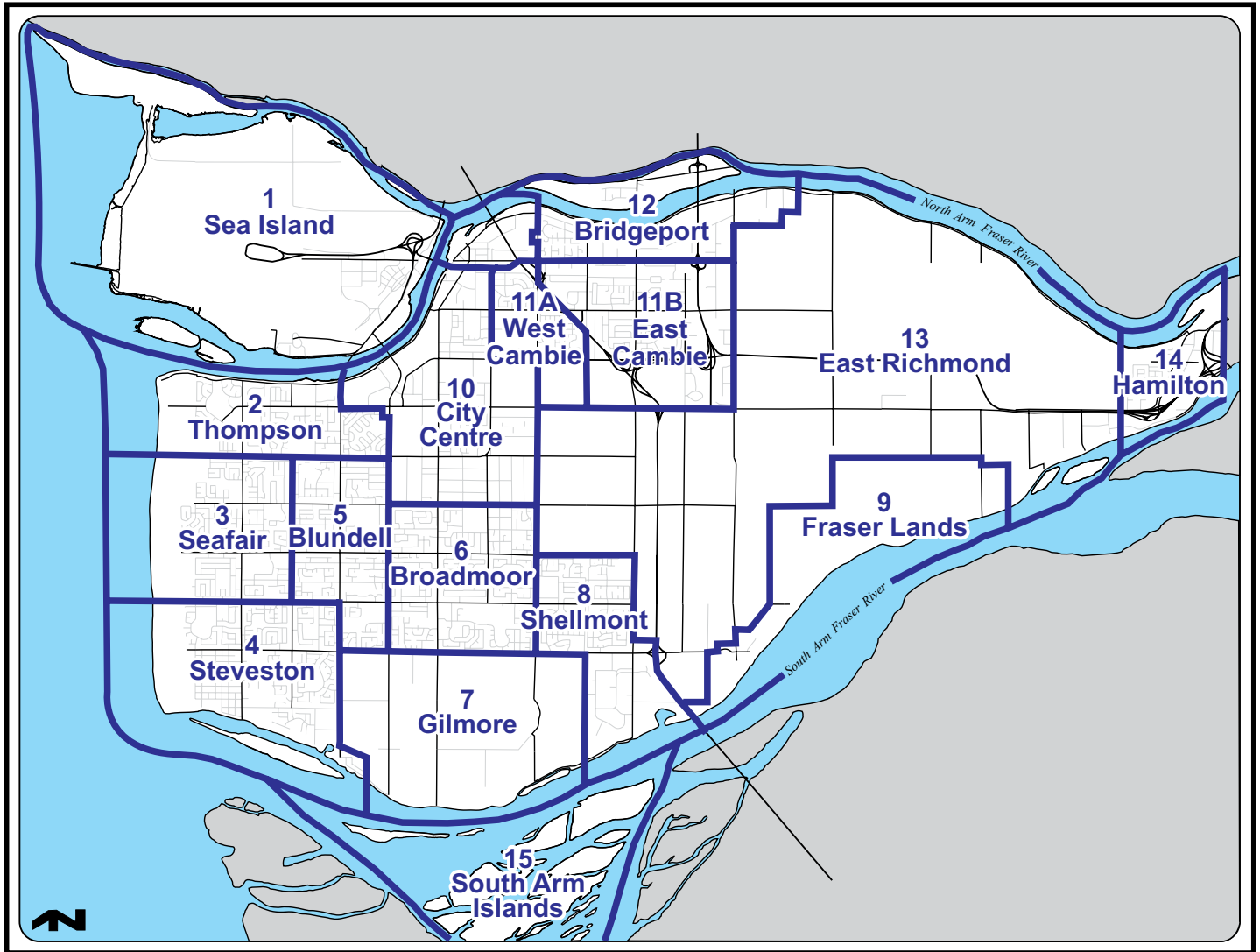
Richmond was declared a municipality in 1879 and a city in 1990.



Richmond Neighbourhoods

Richmond is made up of 15 diverse and unique community neighbourhoods.

- | | | | |
|----|------------|------|-------------------|
| 1. | Sea Island | 9. | Fraser Lands |
| 2. | Thompson | 10. | City Centre |
| 3. | Seafair | 11A. | West Cambie |
| 4. | Steveston | 11B. | East Cambie |
| 5. | Blundell | 12. | Bridgeport |
| 6. | Broadmoor | 13. | East Richmond |
| 7. | Gilmore | 14. | Hamilton |
| 8. | Shellmont | 15. | South Arm Islands |



Community Safety Services

Emergency Services

In an emergency, dial 911 on your telephone. Use this number when you need Police, Fire or Ambulance service. It is the quickest way to get help. Calling this number is free of charge.

When you call 911, be prepared to give the following information:

- Your address and phone number
- As much information about the emergency as possible

If you do not speak English, let the operator know which language you speak and you will be connected to an interpreter. It may take a few minutes before an interpreter speaks with you, so do not hang up. Emergency assistance will soon arrive at the emergency scene.

To contact the Police or Fire services in non-emergency situations, call:

Richmond RCMP (Police) - 604-278-1212

Richmond Fire-Rescue - 604-278-5131

If you have an emergency, such as serious water and sewer problems, road obstructions or traffic signal failures, call the 24-hour Richmond Call Centre at 604-244-1262.

Police (Richmond RCMP)

The Richmond Royal Canadian Mounted Police (RCMP) officers are trained to keep the peace and serve the public. The RCMP enforce laws, arrest people who break the law and help people solve a variety of community concerns.

Richmond RCMP officers come from many different cultures and backgrounds. As well, the RCMP regularly hires and trains new officers who speak different languages and understand the cultures of Richmond's diverse population.

Richmond Community Police Stations

Richmond's two local police stations handle non-emergency complaints and address community concerns. The stations are operated by citizen volunteers and RCMP members. They offer a variety of services and information on subjects such as Home Security, Auto Crime, Identity Theft, Road Safety, and some Insurance Corporation of British Columbia (ICBC) programs. They form partnerships with residents, businesses, associations and local government in creating a safe and enjoyable community.

Steveston Community Police Station

4371 Moncton Street

604-713-2323

Open seven days a week (except statutory holidays):
9:00 a.m.-5:00 p.m.

Services are offered within the area from Richmond's South Dyke to Blundell Road and from the East Dyke to Gilbert Road.

South Arm Community Police Station

8880 Williams Road

604-713-2300

Open Monday to Friday: 8:00 a.m.-7:00 p.m., Saturday:
10:00 a.m.-6:00 p.m. (closed statutory holidays).

Services are offered within the area from Gilbert Road to east of No. 7 Road and from Blundell Road south to Dyke Road.





Block Watch

Block Watch is a free, community-based, crime prevention program administered by the Richmond RCMP and funded by the City of Richmond. Participants watch out for their neighbours' property and report suspicious activities to the Police. Block Watch is a great way to get to know your neighbours and help make your community safer. For more information, call 604-207-4790 or 604-207-4740.

Citizens' Crime Watch

Richmond Citizens' Crime Watch patrol is a community based program that involves residents patrolling their community and assisting the police in detecting and preventing crime. Richmond Citizens' Crime Watch volunteers patrol in their own vehicles, with a partner, acting as an additional resource for the police. Program participants have no direct contact with offenders. A two-way radio is supplied for each vehicle being used for patrol purposes. Any suspicious criminal activity is reported to a base station, which in turn reports to the police. Patrol members stand by until police are on the scene. They do NOT take an active role in any law enforcement. For more information, call 604-264-3588.



Fire and Rescue Services (Richmond Fire Rescue)

Richmond Fire-Rescue provides emergency response service, fire prevention and public education. Richmond Fire-Rescue responds to the following types of calls:

- Fires
- Fire alarms
- Medical emergencies
- Motor vehicle accidents
- Hazardous materials
- Public service calls

When Fire-Rescue services are called for help, response time is expected to be 3-5 minutes.

Richmond Fire-Rescue also provides backup services to the Vancouver International Airport. There are seven fire halls in Richmond that employ over 200 fire personnel. The fire halls are always open. Home safety information is available at all fire halls.

Emergency Programs (City of Richmond)

The City of Richmond Emergency Programs Department works in partnership with local first-response agencies and City departments to develop and implement plans and programs to protect the community during disasters. They also work with the community to increase Richmond's level of preparedness in the event of a major emergency. The Emergency Programs Department holds various outreach programs in different languages. To learn more, call 604-233-3333 or email emergencyprograms@richmond.ca.

Healthcare

Medical Service Plans (Government of British Columbia)

All health services are under the guidance of the Government of British Columbia. Any citizen, or permanent resident who is a “landed immigrant” and living in BC for more than three months, is eligible to apply for basic health services.

You will have to pay for basic health services unless you apply for, and receive, the Medical Services Plan (MSP). To find out about the MSP, call 604-683-7151 or visit www.health.gov.bc.ca/msp/.



Richmond Hospital (Government of British Columbia)

The Richmond Hospital, located at 7000 Westminister Highway (the southeast corner of Westminister Highway and Gilbert Road), is a community hospital designed to serve the local community. High quality service is provided by professional staff. The hospital has 175 beds for patients who need to stay overnight and also offers a variety of clinics throughout the day.

If you have a medical emergency, call 911 for ambulance service or visit the Hospital’s Emergency Department. The Emergency Department is always open.

For more information on the Richmond Hospital and the services provided, call 604-278-9711 or visit the Vancouver Coastal Health website at www.vch.ca and click on the “Richmond” tab on the home page.

Richmond Health Department (Government of British Columbia)

The Richmond Health Department, located at 8100 Granville Avenue, is a team of community health providers who work in partnership with the community. The goal of the Richmond Health Department is to protect, promote and improve the health of Richmond citizens through a number of services and programs.

The team includes a Medical Health Officer, community health nurses, audiologists, speech and language pathologists, psychiatrists, psychologists, social workers, health inspectors, licensing officers, nutritionists, occupational therapists, physiotherapists, support staff and volunteers from the community.

Services are provided to people in their homes, preschools, daycares, schools, group homes, clinics, community centres, community settings, businesses, recreational facilities as well as in the hospital and in clinics.

For more Richmond Health Department information, call 604-233-3150.

Richmond Continuing Health Care (Government of British Columbia)

Continuing Health is a team of professionals who provide home and long-term care to people in the community. They support clients with injuries, chronic diseases or disabilities.

The goal of the Continuing Health Care program is to keep people in their homes as long as possible through individual case management, home care nursing and rehabilitation, home support services, adult day care programs and volunteer services. The team also supports people who can no longer live on their own and need 24 hour residential care. To learn more about Continuing Health Care, call 604-278-3361.

For more information on the different health services Richmond provides, visit www.richmond.ca/discover/health.htm.

Richmond Health Services – Environmental Health (Government of British Columbia)

Health Protection Services administers several programs to ensure Richmond residents and visitors remain healthy and safe. If you have questions or comments about topics such as loud noise, disease control and food inspections, call 604-233-3147 or visit www.rhss.bc.ca/bins/index.asp.

Childcare

Childcare (also called “daycare”) is a service where children are cared for while their parents are working or attending school. Childcare can be provided in a caregiver’s home, a family day care, or a group centre (including infant/toddler, Preschool, Kindercare and out-of-school care).

Licensed Childcare (Licensed by Government of British Columbia)

If a childcare is licensed, it meets certain health and safety standards. Daycares and preschools are licensed by the Richmond Health Department and inspected by Licensing Officers. It is important to seek information about the different childcare services available and choose one that works well for your family.

For more information on how to find daycare in Richmond visit www.rhss.bc.ca/bins/index.asp.



Searching for Childcare

A good place to get advice on quality childcare is the Richmond Childcare Resource and Referral Centre, which is run by Volunteer Richmond Information Services. They can provide advice on the best childcare based on your child’s needs. For more information, call 604-279-7020 or email childcare@volunteerrichmond.ca.

Another resource for childcare is on the Government Of British Columbia’s Ministry of Children and Family Development website www.mcf.gov.bc.ca/childcare. Click on the “For Parents” tab on the homepage. Only licensed daycares are listed.

Childcare providers also advertise on community centre and library notice boards.

Housing in Richmond

Introduction to Richmond Housing

Currently, single family homes make up almost half of Richmond's housing. Low and high rise apartments and townhouses almost equally make up the other half. However, these percentages are changing with more apartments being built, particularly in the City Centre area.

Places to Stay

There are many hotels as well as Bed and Breakfasts to choose from in Richmond if you are visiting or until you find a permanent home. To find a location that best suits your needs refer to the local Yellow Pages, the Accommodation section on the Tourism Richmond website www.tourismrichmond.com or review the list of accommodations on the City of Richmond website www.richmond.ca/discover/guide/accommodation.htm.

Rental Housing

Information about rental accommodations can be found online, in the classified ads of local Richmond newspapers, bulletin boards in stores and local community centres. Also refer to the Yellow Pages "Rental Agencies" section.

The rules and laws for landlords and renters living in British Columbia can be found in Government of British Columbia's Residential Tenancy Act. For information, contact the British Columbia Residential Tenancy Office at 604-660-3456 or 604-660-1020, or visit www.rto.gov.bc.ca.

If you rent and have issues as a tenant, contact the Tenant's Resource and Advisory Centre at 604-255-0546 or view www.rto.gov.bc.ca for general information.

Assisted Housing (Government of British Columbia)

The purpose of assisted housing is to offer affordable accommodation for eligible senior citizens, families and individuals. Applicants are assessed on a basis of need. Assisted housing includes numerous cooperative units, as well as a variety of self-contained rental units in apartments and townhouses. Accommodation is available for disabled persons, families, individuals and seniors.

Most assisted housing can be applied for directly through contact numbers listed in the brochure, "Housing & Care Directory of Assisted Housing Facilities in Richmond," which is available at the Richmond City Hall information counter. Applications can be made through BC Housing at 604-433-2218 or www.bchousing.org.

Subsidized Housing (Government of British Columbia)

People with low to moderate income are eligible for subsidized housing through the Government of British Columbia. The Government of British Columbia provides a subsidy, rent supplements or assistance to those in need. This assistance is available to families, as well as individuals. For information about the subsidized housing application process, visit www.bchousing.org.

Finding a home to buy

When considering the purchase of a house, townhouse or condominium refer to real estate newspapers that list homes for sale. Walk or drive around the neighbourhood you are considering and look for "For Sale" signs. Almost all houses are sold through a real estate agent. A real estate agent will also help you find a home. For more information, contact the Real Estate Board of Greater Vancouver through their website at www.realtylink.org or www.mls.ca.

Property Taxes

Each home and land owner in Richmond pays property taxes to the City of Richmond. The money received by the City is used to provide many of the city services mentioned in this Guide, as well as many other services. Property tax is based on how much a property is worth according to the Government of British Columbia.

Water & Utility Rates

Home owners in Richmond are issued a utility bill annually. This bill covers services for water supply, sewage collection and treatment, drainage, dyking, solid waste, recycling and environmental programs. For different ways to pay your property taxes and water/utility rates, visit www.richmond.ca/cityhall/finance/rates/propertytax.htm or call 604-276-4145.

Transportation

Cycling

Cycling is a healthy mode of transport. Richmond's flat landscape is perfect for cycling and the City has a large network of both on-street bike routes and off-street trails and greenways. For information on cycling as well as trail maps, visit www.richmond.ca/parksrec/ptc/cycling/map.htm.



Cycling Rules and Regulations:

- **Helmets:** It is against the law to ride a bicycle without wearing a helmet. Helmets are required for safety reasons.
- **Sidewalks:** Cyclists are not permitted to ride on sidewalks unless otherwise posted on a City sign. Cyclists must ride with the direction of traffic, obey all rules of the road and are subject to the Motor Vehicle Act.
- **Crosswalks:** Cyclists are not permitted to ride in crosswalks unless a sign reads otherwise.
- **Hand Signals:** Cyclists must signal all turns as well as their intention to stop or slow down.
- **Ride on the Right:** Cyclists must ride as near as possible to the right of the roadway. However, you may wish to occupy a full lane when you are traveling at the same speed as other traffic to make yourself visible to motorists.
- **Single File:** Cyclists are prohibited from riding side-by-side on the roadway.
- **Lights:** If cycling between 30 minutes after sunset and 30 minutes before sunrise your bike must be equipped with a front light, a red rear light and a red rear reflector.
- **Bicycle Bell:** Cyclists must have their bike fitted with an audible warning device, such as a bell.

Walking & Cycling Trails

A series of perimeter dykes and over 80 kilometers of trails and interconnecting routes showcase many interesting sites in Richmond. Walk, run or cycle along any trail and take in the City's scenic beauty. For local walking trail information, visit www.richmond.ca/parksrec/ptc/trails/exploring.htm.

Trail Rules:

- Cycle, walk or jog in a predictable manner.
- Keep to the right of the path.
- Form a single line when meeting others in a congested area.
- Respect the environment and adjacent properties.
- Dogs must be on leash at all times on trails and in parks unless otherwise specified. Dogs are NOT allowed off-leash on the trail system unless it is a designated Off-Leash Trail. Owners must "stoop and scoop" and clean up after their dog(s) at all times and safely dispose of all garbage.



Public Transit (Metro Vancouver)

Translink is the public transit system of Metro Vancouver which includes SkyTrain, SeaBus, West Coast Express commuter train and Coast Mountain Bus. Many buses and bus stops are wheelchair accessible. For information about schedules and routes, call 604-953-3333 or visit www.translink.bc.ca.

Canada Line:

Once completed in Fall 2009, the Canada Line rapid transit service will improve public transportation links with Vancouver and the Vancouver International Airport. This new transit service will help connect you to public transit across the region and help link Richmond residents to new leisure and work opportunities. For more information on the Canada Line, call 604-484-7287 or email info@canadaline.ca.



Driving (Government of British Columbia)

A valid British Columbia Driver's License is required for all drivers.

The Insurance Corporation of British Columbia (ICBC) issues drivers' licences, auto insurance to BC motorists and is responsible for vehicle registration and licensing. For more information on general driving inquiries and the surrounding legal issues, call the ICBC at 604-661-2800 or visit www.icbc.ca.

Transportation for people with disabilities

Wheelchair accessible transportation is available through Handydart, which is a shared-ride public transit service using specially equipped vehicles for those with disabilities unable to use public transit without assistance. For general information about Handydart or to register for their services, call 604-279-7090.

If wheelchair accessibility is a requirement and you are not registered with Handydart, some cab companies offer accessible transportation. To learn more, call Richmond Cabs at 604-272-1111, Kimber Cabs at 604-278-2155 or Garden City Cabs at 609-233-1111.

BC Ferries (Government of British Columbia)

Richmond is located approximately 20 minutes from the Tsawwassen Ferry Terminal, connecting the mainland to Vancouver Island and the Gulf Islands. For information on ferries, routes, fees and schedules, visit the BC Ferries website www.bcferries.ca or call 1-888-223-3779.

Finding Work in Richmond

Getting a Social Insurance Number (Government of Canada)

To work in Richmond or anywhere in Canada, you must have a Government of Canada (Federal Government) Social Insurance Number (SIN). To apply, you will need to visit your local Government of Canada Human Resources Development Centre (HRDC).

In Richmond, the HRDC office is the Richmond Service Canada Centre, located at #301-4940 No. 3 Road (on the corner of No. 3 Road and Alderbridge Way across from the Lansdowne Shopping Centre). For more information, call 604-273-6431.

HRDC staff will also be able to help you plan your search for work and give tips on finding the best job opportunities. They will also tell you more about what financial and other benefits you may be able to receive while you look for work.



Resources to help you search for work

For a detailed list of who can help you find work, read the Richmond Low-Income Resources Directory available on the Volunteer Richmond website at www.yourlibrary.ca/volunteerdb_LIRD.cfm. For more information, call 604-279-7064.

Many immigrant support agencies in Richmond can also help with your search for work, particularly if English is your second language. (See the “Community Services and Support” section.) These agencies will also tell you about the many websites where job vacancies are advertised.

For general advice on finding work in British Columbia, look at the section “Finding a Job” in the Government of British Columbia’s Newcomers’ Guide.

Following are some useful Richmond contacts to help you get started:

Arrive BC aims to help skilled immigrants move quickly into jobs matching their background and experience, specializing in areas of construction, transportation and health. Their Richmond office is located at #110-6651 Elmbridge Way. For more information, call 604-575-3800 or email info@arrivebc.com.

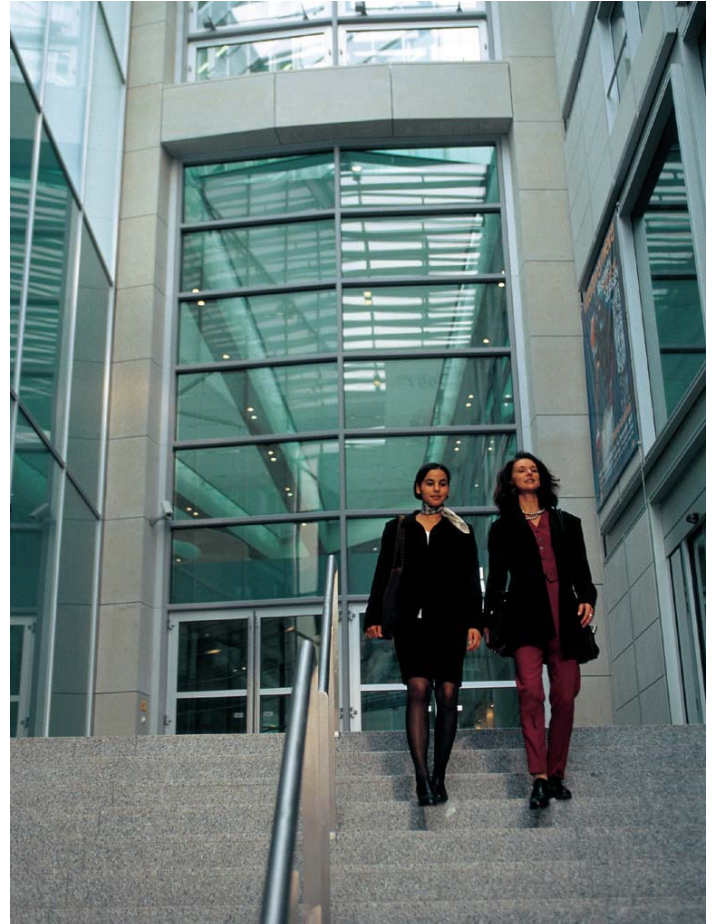
If you are legally able to work in Canada, the Government of Canada’s **Richmond Employment Resource Centre (RERC)** can help you look for a job if you are unemployed or underemployed (working less than 20 hours a week). The RERC provides access to job postings and resources and case managers are also available to help. The Centre also provides the use of computers, telephones, fax machines, photocopier and reference books. The Richmond Employment Resource Centre is located at #290-3631 No. 3 Road. Visit www.bgccs.bc.ca or call 604-244-9262.

The **BC Ministry of Employment and Income Assistance – Richmond Employment & Assistance Centre and Child Care Subsidy Services** is a Government of British Columbia ministry that provides income assistance to those in need. They also help people move from income assistance to employment and give information about child care subsidies. Their Richmond office is located at #100-5760 Minoru Boulevard. Visit www.gov.bc.ca/hsd or call 604-660-9284.

Discrimination in the workplace

There are laws in Canada to prevent discrimination in the workplace. If you feel you are not given a job because of skin color, religion, gender, age, sexual orientation, or because of a disability, it may be because you are being discriminated against.

Consider getting help and advice from the Canadian Human Rights Commission, by calling 604-666-2251 or contacting the BC Human Rights Coalition at 604-689-8474.



Banking and Finance in Richmond

Opening a bank account in Richmond

One of the first things you may want to do when you come to Richmond is open a bank account. Before you do this, you should read the BC Provincial Newcomers' Guide – particularly the chapter on Money and Banking.

The Government of British Columbia's Guide details the types of bank accounts available and advice on using cheques, credit cards and debit cards. It also explains how to use bank machines/ automatic teller machines (ATMs) and how to do banking by telephone and internet. You can open a bank account at a bank, credit union or a trust company. Before you choose, find out what type of bank accounts they have and what fees they charge for their services.

Check your phone directory for a list of banks and financial institutions in Richmond.

Many non-profit groups in Richmond, particularly immigrant support organizations, run advice sessions on finances and taxation. (For more details and contact information, see the "Community Services and Support" section).

Paying Taxes

Provincial, Federal, and Municipal Governments in Canada are mostly funded from public taxation. Taxes pay for many things including roads, parks, medical care, community centres, schools and universities. Taxes you may have to pay include:

- Provincial Sales Tax (PST) – a Provincial Government tax paid on goods and services you buy in British Columbia. There are exceptions to this tax, for example children's clothing and some items for baby care.
- Federal Goods and Services Tax (GST) – a Federal Government tax on most items you buy, but with some exceptions, like rent and food.
- Federal Income Tax – a Federal Government tax paid by all working people, once you earn over a set amount.
- City Property Tax – an annual City Government tax charged to owners of real estate property. It is based on the value of property (including the building and land).

For more information on Government of Canada (Federal) Government taxes, contact the Canada Revenue Agency, the official Government of Canada agency that collects taxes through their website www.cra-arc.gc.ca/menu-e.html.

For more information on City of Richmond (Municipal) taxes visit the City website at <http://www.richmond.ca/cityhall/finance/about.html> or call 604-276-4000.

City of Richmond Parks, Recreation and Cultural Services

The City of Richmond's Parks, Recreation and Cultural Services Department manages the City's parks, recreation and cultural facilities. The Department encourages Richmond residents to participate in fun, affordable and healthy activities. Its vision is "to strive for a connected, healthy city where we cooperate to create and enjoy a dynamic and sustainable quality of life."

The Department aims to help you get involved and settle into your new community. It also tries to provide services and programs that will meet the needs and interests of you and your family.

Richmond's Parks System

Richmond is well-known for its high quality parks. The City's park system has over 90 parks that total approximately 1,400 acres.

A searchable database of all City of Richmond parks is available at www.richmond.ca/parksrec/ptc/parks/about.htm.



Registering for Activities

Information on leisure and cultural programs is provided in a free City of Richmond Parks, Recreation and Culture Guide. This is available at all community facilities and is updated and printed three times each year. It is also available at Safeway, Save-on-Foods grocery stores and on the City of Richmond website at www.richmond.ca/guide.

There is also an Easy Guide to Registration, which can be found on the same web page as above. This Guide is a brief introduction to Richmond's facilities and what services and programs are offered and explains how to register for community programs. It is currently available in English, Chinese, Korean, Russian, Spanish and Tagalog. To receive a free copy of this guide, call Recreation and Cultural Services at 604-276-4300.

Getting help in paying for leisure and recreation activities

Recreation Access Card (City of Richmond)

If you or a member of your family has a permanent disability, you may be able to get a Recreation Access Card. This card gives Richmond residents, who live with a permanent disability, a 50% discount for drop-in activities at City recreation facilities (some restrictions apply).

In addition, if you require assistance to participate, your aide is admitted at no charge.

To find out if you qualify, you will need to fill out an application form. Application forms can be found at:

- Richmond City Hall
- Minoru Aquatic Centre or Watermania
- Minoru Arenas or Richmond Ice Centre
- Any community centre in Richmond
- www.richmond.ca/parksrec/about/access/card.htm

Recreation Fee Subsidy Program (City of Richmond)

The City of Richmond's Recreation and Cultural Services Department has a Recreation Fee Subsidy Program for Richmond residents who are in financial need. The program can help with the expense of admissions and program registration at Richmond's community centres, cultural centres, aquatic centres and arenas (an income test is required to determine eligibility for the program). To apply for the Recreation Fee Subsidy Program, call Recreation and Cultural Services at 604-247-4909.

Diversity Services (City of Richmond)

Diversity Services is a City division that works to reduce barriers that residents may face in accessing programs and services offered in the City's parks, and its recreation and cultural facilities. They work with community groups to support and develop opportunities and multicultural programs for cultural groups, persons with disabilities and those in financial need. Call Diversity Services at 604-276-4390 or 604-276-4391.



Community Centres, Leisure and Cultural Facilities (City of Richmond)

The City of Richmond and its partners manage many major community centres and facilities. These facilities are safe places where the whole community can go to play, exercise, learn, celebrate and express themselves, their culture and their heritage.

Consider volunteering at your local community centre. Community centres always need people who speak different languages and have insight into different cultures to help meet the needs of everybody that lives in our community. Volunteers help facilities provide the best services possible.

Our facilities are also great places to relax, meet friends and new people. Many are open seven days a week, from morning to night. Facilities offer an enormous number of activities, including skating, dance, sports, music, education, art classes, exercise classes, cooking classes and more. Costs vary by activity and some classes are free. Check the Richmond Parks, Recreation and Culture Guide or call each facility directly for more information.

Locations of City Community Centres, Heritage and Cultural Facilities in Richmond

1. Britannia Heritage Shipyard

5180 Westwater Drive
604-718-8050

2. Cambie Community Centre

12800 Cambie Road
604-233-8399

3. Lang Centre (City Centre)

#140-8279 Saba Road
604-233-8910

4. Richmond Arts Centre

7700 Minoru Gate
604-247-8300

5. Richmond Art Gallery

7700 Minoru Gate
604-247-8300

6. Richmond Museum

7700 Minoru Gate
604-247-8300

7. Hamilton Community Centre

5140 Smith Drive
604-718-8055

8. Minoru Sports Pavilion

7191 Granville Avenue
604-718-8004

9. Minoru Aquatic Centre

7560 Minoru Gate
604-718-8020

10. Minoru Arenas

7551 Minoru Gate
604-718-8465

11. Minoru Place Activity Centre

7660 Minoru Gate
604-718-8450

12. Richmond Ice Centre

14140 Triangle Road
604-448-5366

13. Richmond Nature Park

11851 Westminster Hwy
604-718-6188

14. Sea Island Community Centre

7140 Miller Road
604-718-8000

15. South Arm Community Centre

8880 Williams Road
604-718-8060

16. Steveston Community Centre

4111 Moncton Street
604-718-8080

17. Thompson Community Centre

5151 Granville Avenue
604-718-8422

18. Watermania

14300 Entertainment Blvd
604-448-5353

19. West Richmond Community Centre

9180 No. 1 Road
604-718-8400

Golf Courses/Pitch & Putt

Golf is a fun recreational activity for the whole family. There is currently one golf course that is run by the City of Richmond. The West Richmond Pitch and Putt is located at 9751 Pendleton Road Call 604-271-7333 for more information.

There are also a variety of private golf courses in Richmond. For information, refer to your telephone book.

Dog Off-Leash Areas

Richmond's safe, off-leash parks for dog owners and their dogs are:

- McDonald Beach Park
- Dyke Trail – south foot of No. 3 Road
- Cambie Field – old Cambie School field on Brown Road end, north of Cambie Road
- Shell Road and Horseshoe Slough Trails
- City-owned vacant lot in the Hamilton area

Owners must “stoop and scoop” and clean up after their dogs at all times.

Schools and Education

Public Schools in Richmond (Government of British Columbia)

Richmond's Public schools play an important role by helping all our children feel at home in Canadian society. Public schools help our children make friends from all backgrounds and cultures.

The Richmond Board of Education (School District #38) is funded by the Government of British Columbia. There are public schools in most Richmond neighbourhoods. Elementary schools range from Kindergarten to Grade 7, while secondary schools range from Grades 8-12. If you have school-aged children, you will need to register them for school.

Registering for schools

To register your children for schooling, find information on adult education and other Richmond school related information visit www.sd38.bc.ca or call 604-668-6000.

Settlement Workers In School (SWIS)

The Richmond School District has recently employed 16 settlement workers that together speak 16 different languages. The SWIS team helps newcomer students and their families access community resources, and helps them adapt to the local public school system. Contact your child's school for more information or call the SWIS office at 604-668-6596. The Richmond School District also has a team of Cultural Interpreters that are employed in the public school system to assist longer term residents with home-school communication/interpretation needs. Contact the Cultural Interpreters by calling the SWIS office at 604-668-6596.

English as a Second Language (ESL) for Adults

Newcomers with little or no English language skills can receive free ESL training. A test is required to determine if you are eligible for this free program. Classes in more advanced English are also available, but a fee is charged.

Many agencies offer English as a Second Language (ESL) courses, but the largest provider in Richmond is the Richmond School District's Continuing Education Department. ESL classes through Continuing Education are advertised, along with other adult learning opportunities, in community flyers located at community centres, at the Richmond School District office, and at other locations throughout Richmond. To talk to someone specifically about Adult ESL courses, call 604-668-6045.



School Aged Children

All families new to Richmond, who speak a language other than English at home, should first go to their public neighbourhood school. The school will register the children and make an appointment for them to receive an ESL assessment at the School District office. During the assessment, families will receive information about the school system and have an opportunity to discuss any issues pertaining to their child's education.

All children enrolled in their neighbourhood school are fully integrated into a regular classroom, regardless of their ESL ability. English learning support is provided by an ESL teaching specialist, in conjunction with regular classroom teacher support. Children are placed in age appropriate grades and receive additional ESL support.

The amount of ESL support given to students depends upon their ESL level, determined at the initial assessment. A newcomer student with no English usually requires about five years of ESL support. The length of time in ESL support diminishes as the student's English improves. This type of ESL support is very effective because even though Richmond has a high ratio of ESL students, the Richmond School District has the highest graduation rate in the province of BC.

Independent Schools

If you are interested in placing your child in an independent school system, either for private schooling or home schooling, visit the Ministry of BC Education website at www.bced.gov.bc.ca/independentschools. You will find online tools to search for the school that best suits your needs.

A good source of information on independent schools is the Federation of Independent Schools Associations (FISA). They are located at 150 Robson Street, Vancouver. For more information, call 604-684-6023 or 604-684-7846, email fisabc@telus.net or visit www.fisabc.ca.

Universities and Colleges

The City of Richmond is home to Kwantlen University College. This post-secondary school is located at 8771 Lansdowne Road. Information can be found at www.kwantlen.bc.ca or by calling 604-599-2100.

Richmond is also home to the British Columbia Institute of Technology (BCIT) Aerospace Technology campus. It is located at 3800 Cessna Drive. Call 604-419-3744 for more details.

In neighbouring cities, other post-secondary educational institutions include:

University of British Columbia (UBC)

604-822-2211

Simon Fraser University (SFU)

604-291-5000

British Columbia Institute of Technology (BCIT)

604-434-5734

Capilano College

604-989-1911

Douglas College

604-527-5478

Langara College

604-323-5511

Vancouver Community College

604-871-7000

Note of Caution: There are many privately-run colleges that may not provide properly accredited and recognized qualifications. Always ask private colleges and education providers if they are accredited.



Richmond Public Library (City of Richmond)

Richmond Public Library welcomes newcomers, and has a wide range of free programs and collections for people of all ages at four library branches. You can borrow books in ten languages, use computers and the internet for free, get homework and research help from librarians, borrow English as a Second Language (ESL) material, attend programs for children, teens and adults or just relax in their comfortable reading lounges. There is a large selection of magazines and newspapers. As well, each library branch has lots of music CDs and movies for borrowing. For online library information visit www.yourlibrary.ca.

The library offers many educational programs. A popular program is the daily family story time for children. Children and their parents or caregivers listen to songs, stories and rhymes while enjoying the company of other families.

For children of all ages, the library offers a free Summer Reading Club that encourages children to read for pleasure. There are also free programs for teenagers. The Kids' Place area in the Brighthouse (Main) library is a great place for children to play and learn.

Adult Education

Many adults attend classes to further their education. The Ministry of Education in British Columbia offers Adult Basic Education. Adults can further their education by taking classes in high schools or post-secondary schools. This is often done to obtain a high school diploma.

To find out how to acquire a diploma, visit www.aved.gov.bc.ca/abe and click on the link for "An Articulation Handbook." To speak with someone in this department, call their Victoria office at 250-356-7738.

To continue your education, contact a post-secondary institution and ask them about their continuing education programs.

Kwantlen University College (see page 19) provides courses and educational activities for seniors. The program is called "TALK," which stands for "Third Age Learning Kwantlen."

How to get a Library Card

Library cards are free for residents of Richmond and the Metro Vancouver area. To get a free library card, visit any of the four Richmond Public Library branches and bring a piece of identification showing your current address. Alternatively, fill out an online form at www.yourlibrary.ca and then bring your identification to a library branch.

Computers and Media

All four branches have computers that can be used for email, to prepare a resume or cover letter or access the internet. The library also offers some computer courses. There is free access to computers and the internet for library members and visitors.

Information in other Languages

Richmond Public Library provides services to a diverse and predominantly immigrant population. The library's Multilingual Services Department has designed specific programs and services for new immigrants, and soon the library will be launching a Chinese library catalogue to help people find books in Chinese. The library also offers Chinese Reading Clubs, health related programs, and Philosophers' Cafes in Russian.

Newcomers can also enjoy the weekly New Immigrant Orientation Seminars in English with Mandarin interpretation. These free programs for adults offer practical information on a wide range of topics, such as How to Apply for Canadian Citizenship, Canadian Culture and Etiquette, an Introduction to the British Columbia Education System, How to Buy a House and more.

Library Locations and Hours

Brighthouse (Main) Branch

100-7700 Minoru Gate
604-231-6422

Open Hours:

9:00 a.m.-9:30 p.m. Mon.-Fri.

10:00 a.m.-5:00 p.m. Sat., Sun.

Ironwood Branch

Unit 8200 - 11688 Steveston Hwy
604-231-6468

Open Hours:

9:00 a.m.-9:00 p.m. Mon.-Fri.

10:00 a.m.-5:00 p.m. Sat.-Sun.

Steveston Branch

4111 Moncton Street
604-274-2012

Open Hours:

10:00 a.m.-9:00 p.m. Mon.-Fri.

10:00 a.m.-5:00 p.m. Sat.-Sun.

Cambie Branch

Unit 150 - 11590 Cambie Rd
604-273-2223

Open Hours:

10:00 a.m.-9:00 p.m. Mon.-Fri.

10:00 a.m.-5:00 p.m. Sat.-Sun.

Hamilton Community Centre (5140 Smith Drive) has a Saturday Library Service from 10:00 a.m. - 4:00 p.m. offered in the community centre. There is also a library information computer kiosk available when the centre is open.

Children and Youth

Community Centres (City of Richmond)

There are a number of community centres (mentioned previously in this Guide) that offer various after-school and summer programs for children and youth. All centres are safe and supervised environments for kids to play games and interact with each other. The activities are generally in the area of sports, recreation and arts. There is a cost for most programs, but the City of Richmond offers a fee subsidy to low income families for some programs.

Most community centres also have youth programs led by Community Youth Workers. For information on all the different programs offered at community centres, pick up the current Parks, Recreation and Culture Guide at the community centre nearest you.

Examples of other organizations providing children and youth services are:

Boys and Girls Clubs of Greater Vancouver
604-879-6554

Big Brothers of Greater Vancouver
604-876-2447

Big Sisters of BC Lower Mainland
604-873-4525

Scouts Canada
604-879-5721

Girl Guides (Fraser Delta Area)
604-274-5321

Richmond Youth Service Agency
604-271-7600

Richmond Family Place
604-278-4336

There are many established non-profit organizations that are licensed to run activities for children and youth in Richmond. (For more details on how to contact these organizations, see the “Community Services and Support” section).

Adult 55+ Programs

Minoru Place Activity Centre (City of Richmond)

The City offers a wide variety of opportunities for older adults to get involved and stay active. Most programs take place at Minoru Place Activity Centre, located at 7660 Minoru Gate, or through most of the other community centres. All programs and information can be found in the Parks, Recreation and Culture Guide.

If you enjoy meeting new people and are interested in volunteering or using the services, contact the Minoru Place Activity Centre at 604-718-8450.



For more general information and advice for issues important to seniors, refer to the Government of British Columbia's BC Seniors Guide (8th edition) at www.gov.bc.ca/seniors or call the BC Seniors toll free advice line at 1-800-465-4911.

Cultural Activities and Special Events (City of Richmond)

To find out what activities are happening each month throughout the City of Richmond, consult the Calendar of Events at www.richmond.ca/events.

You can also check the Community Bulletin Board for upcoming events or use it to advertise your own event, visit www.richmond.ca/news/bulletin.htm.

Another source of information is the Art Centre's Activities and Events webpage at www.richmond.ca/culture/centre/events.htm.

Did you know there are many free family activities offered at the Richmond Cultural Centre, Richmond Museum and Richmond Art Gallery, all at the same site? Come in and talk to the friendly and helpful staff about what's on. These facilities are located at 7700 Minoru Gate. For more information, call 604-247-8300.

Community Services and Support

Introduction to "Not for Profit" groups

There are many "Not for Profit" or "Non-Profit" (as they are often called) agencies that work in Richmond on behalf of the community. These are legally regulated, non-government groups run for and by the community to help you. Most of the services they run are free.

Advice and Support for Newcomers

Richmond has many non-profit organizations that provide comprehensive and general support for newcomers that can point you towards more specific help.

The **Community Airport Newcomers Network (CANN)**, located at #300-8268 Granville Street, Vancouver, welcomes new immigrants who arrive at the Vancouver International Airport and will help you with your initial questions and queries. The CANN provides services in several languages. Call 604-270-0007 or email cann@lynx.net.

The **Richmond Multicultural Concerns Society**, located at #210-7000 Minoru Boulevard, helps newcomers settle in Richmond. It meets the special needs of Richmond's growing ethnic community and brings awareness to the public about issues like multiculturalism and cross cultural understanding. For more information, call 604-279-7160 or visit their website at www.rmcs.bc.ca.

SUCCESS provides many services in BC and promotes the well being of all Canadians and immigrants. It supports five major service areas: social, health, employment, training, education, business and economic development. Their Richmond office is located at #220-7000 Minoru Boulevard. For more information, call 604-279-7180 or visit www.successbc.ca.

The **Multicultural Helping House**, located at #275-7000 Minoru Boulevard, believes in empowering individuals to become contributing Canadian citizens by providing orientation, training and other programs that will help them enter the workforce. It assists those who are disadvantaged because of language barriers, income, or circumstances beyond their control. To contact the Multicultural Helping House, call 604-270-0160 or email mhhsrichmond@helpinghouse.org.

Are you First Nations?

Not all newcomers are new to Canada! Richmond has a thriving First Nations community. If you are First Nations and new to Richmond, contact the PATHWAYS project (which is part of the Richmond Youth Services Agency) to find out about services, support, cultural and artistic opportunities for all ages. Richmond Youth Services Agency also runs an in-school program that works with First Nations children and youth in the Richmond school system. For more information, call 604-271-7600 or email info@rysa.bc.ca.

CHIMO Crisis Services

If you are in an immediate crisis, CHIMO Crisis Services can help. It gives support to people, families and friends and helps prevent future crises. They also operate public education programs and services related to everyday crises such as violence, depression and health and safety issues. CHIMO Crisis Services is located at #120-7000 Minoru Boulevard. For more information, call 604-279-7077 or email chimo@chimocrisis.com. CHIMO also has a Chinese language service and offers other crisis support to new immigrants and refugees. For more information, visit www.chimocrisis.com/.



Richmond Caring Place

Richmond Caring Place, located at 7000 Minoru Boulevard, provides offices to many non-profit organizations such as Volunteer Richmond Information Services as well as other social service and community groups. For a list of the agencies working out of Caring Place, drop in or visit www.richmondcaringplace.ca. For more information, call 604-279-7000.

Lesbian Gay Transgender and Bisexual Communities

If you are gay, lesbian, transgendered or bisexual and are looking for information, services and/or support, the Gay Lesbian Transgendered Bisexual Community Centre is located at 1170 Bute Street, Vancouver. For more information, call 604-684-5307.



Volunteer Richmond Information Services

Finding volunteer information can be frustrating, especially when you don't know where to start. Volunteer Richmond Information Services, located at #190-7000 Minoru Boulevard, provides information on how and where to become a volunteer. They manage some useful directories that provide information and connect you with other resources in the community. Volunteer Richmond Information Services is also the home of Richmond's Childcare Resource and Referral Centre. For more details on this service, see the Childcare section of this guide.

Volunteer Richmond Information Services offers the following resources:

- **The Richmond Community Services Directory** contains information on a wide variety of services available to Richmond residents: counseling, health, housing, employment, education, recreation, sports, youth services, culture and more. This Directory can be found at www.yourlibrary.ca/volunteerdb.cfm.
- **The Richmond Low Income Resource Directory** contains information on services and opportunities in Richmond for those with low income. This Directory can be found at www.yourlibrary.ca/volunteerdb_LIRD.cfm.

- **Volunteer Richmond Information Services** aims to help seniors with issues such as housing and government pensions, BC Medical Plan and Pharmacare and completing a variety of forms. For more information, visit www.volunteerrichmond.ca/SeniorsPrograms/info_referral.asp.

To learn more about volunteerism or the support that Volunteer Richmond Information Services provides, call 604-279-7020, email info@volunteerrichmond.ca or visit www.volunteerrichmond.ca.

The City of Richmond website also has a complete listing of social and community services available in the city, including contact numbers for most organizations. To access this list, visit www.richmond.ca/discover/organizations/social.htm.

People with Disabilities

Are you somebody with a disability or looking for information on behalf of someone who is?

The **Richmond Centre for Disability (RCD)** is a non-profit society that has been set up to empower people with disabilities to participate fully in all aspects of their lives. It does this by providing information, resources, support and by increasing community awareness. The RCD is also responsible for issuing parking placards for people with disabilities. The RCD is located at #100-5671 No. 3 Road. For more information, call 604-232-2404 or email rcd@rcdrichmond.org or visit www.rcdrichmond.org.

The RCD, in partnership with the City of Richmond, also runs a project called **Access Richmond**. This project provides information on accessible restaurants, hotels, transportation services and other tourist attractions. The website for the Access Richmond project is www.accessrichmond.ca.

Abuse

Reporting Child Abuse (Government of British Columbia)

Canadian law protects children if they are facing abuse and neglect. Anyone who has reason to believe a child has been, or is likely to be, abused or neglected has a legal duty to report it to the Government of British Columbia Ministry of Children and Family Development.

- From Monday to Friday, 8:30 a.m.-4:30 p.m., call 604-660-9260. For after hours emergencies, from Monday to Friday, 4:30 p.m.-8:30 a.m., Saturday, Sunday and statutory holidays, call 604-660-4927.

The telephone service, Helpline For Children, is available and is answered by someone who cares, is willing to listen and will take action. Anyone can call. The Helpline For Children's phone number is 310-1234 (no area code needed). There is no charge from a payphone.

For more information, visit www.gov.bc.ca/mcf.

Kids Help Phone

Kids Help Phone provides immediate support, information and advice to children. The service is completely anonymous and confidential. No matter what the problem or concern is, counselors are available to help, 24 hours a day, 365 days a year. If a child needs someone to talk to, they can call toll free at 1-800-668-6868.

Wife or Husband Abuse

If you are suffering abuse, you are entitled to the full protection of the law. If you are a Permanent Resident in Canada, you will NOT be deported if you leave an abusive husband or wife. If you need help, call the Victim's Information Line toll free at 1-800-563-0808.

Family Violence

Are you or anybody in your family suffering from family violence? Vancouver and Lower Mainland Multicultural Family Support Services can provide support and counseling service in 24 different languages. For more information, call 604-436-1025 or email againstviolence@vlmffs.ca.

Seniors Abuse

If you are a senior citizen and the victim of abuse, you can get help and information about support services from the BC Coalition to Eliminate Abuse of Seniors. Their office is located at 411 Dunsmuir Street, Vancouver. For more information, call 604-437-1940 or toll free at 1-866-437-1940.

Richmond Addiction Services

If you have any addiction (not just drugs, alcohol or gambling), there are local agencies that can help. Richmond Addiction Services offers information in English, Chinese and Punjabi. For more information, call 604-270-9220.

Richmond Animal Protection Society (RAPS)

The Richmond Animal Protection Society (RAPS) rescues, cares and finds adoptive homes for abandoned animals. The Richmond Animal Protection Society is located at 12071 No. 5 Road. To report stray animals, animal cruelty, or to adopt an animal, call 604-275-2036 or visit www.rapsociety.com.

Essential City Services

Garbage and Recycling

Recycling reduces the amount of waste going to landfills so we can have a cleaner environment. The active involvement of residents is important for keeping garbage and waste to a minimum.

The City's Blue Box Recycling Program

Blue Box or Blue Curb Recycling Services are provided to all single-family homes, multi-family homes (such as apartments or condos) and some townhouses. Recyclable material such as newspapers, paper products, plastic containers and metal tins are placed in these blue boxes, which are collected the same day as the garbage.

Note: recyclable materials such as newsprint, office paper and cardboard are now banned from going into the garbage.

Garbage Collection

Each single family home is allowed two regular garbage cans of waste each week. If a household has more than two cans, they must pay to have the other can(s) picked up. This is to promote minimal waste.

- All garbage, recycling, yard and garden trimmings must be placed at curb side, within three feet of the curb, before 8:00 a.m. on collection day, but not before 8:00 p.m. the night before.
- Loose garbage must be securely packed in plastic bags.
- Residents are responsible for cleaning up any loose materials that have been scattered over the ground by animals, wind or vandalism.

To find out about City recycling schedules, what day the garbage is picked up in your area, how to pay for extra cans of waste or for any garbage or recycling inquiries, call 604-276-4010.

The City also operates a Recycling Depot at 5555 Lynas Lane, which is open Wednesday to Sunday 9:00 a.m.- 6:15 p.m.

Garbage that is too big to fit into a regular garbage can, or that will damage the garbage truck, must be taken to the Vancouver Landfill at 5400 72 Street in Delta.



Please Don't Litter

To reduce litter and damage by animals, place bags and other garbage in garbage cans wherever possible. Rotting garbage must be packed in plastic bags and then placed in garbage cans with the lids secured.

Hazardous Waste

Hazardous products have harmful side effects to the environment and community when they are not correctly disposed. When dumped in sewers or green spaces, these products can kill or injure livestock, wildlife and plant life. Many common household and automotive products must be recycled or disposed of through special depots.

The following materials are hazardous products and must NOT be placed in the garbage:

- Paint, paint aerosol containers, oil, gasoline, anti-freeze, pesticides
- Car batteries, household batteries, cell phones
- Propane tanks, tires, solvents, drywall
- Hypodermic needles, prescription drugs
- Compact fluorescent light bulbs, fluorescent tubes
- Animal waste and dead animals
- Corrugated cardboard, newsprint and paper (these must be recycled)

For information on where to dispose of these hazardous waste products, view www.richmond.ca/services/recycling/hhp.htm.

Home Renovations

If you are planning to make some changes to your home or yard, first consult the “Guide for the Richmond Homeowner” for information regarding permits. This Guide is available from City Hall and on the City of Richmond website at www.richmond.ca/busdev/building/homeguide.htm.

Land Use and Building (City of Richmond)

The use of land and building construction is regulated by the City’s ‘Official Community Plan’ (OCP), area plans, zoning bylaw and building bylaw.

Information on land and zoning is available on the City website at <http://www.richmond.ca/services/planning/landuse/zoning.htm>, or call the Zoning Enquiry Line at 604-276-4017.

Information on building permits and inspections is available on the City website at <http://www.richmond.ca/services/permits.htm>, or call the Building Permit Line at 604-276-4285 or Building Inspection Enquires at 604-276-4118.



General Licences

There are many activities in Richmond where a licence may be needed. Below are examples of licences you may need:

- Opening a new business licence
- Dog licence
- Daycare licence
- Hunting and fishing licence
- Liquor licence
- Marriage licence

For information on how to obtain these licences, consult www.richmond.ca/services/permits.htm/.

For driver’s licences, refer to the “Transportation” section. (see page 13).

Streets, Parks and Greenways

Our streets, parks and greenways are all maintained by the City of Richmond Public Works Department. It is responsible for all the 'hidden' services that Richmond citizens rely on. It provides and maintains the City's roads, sidewalks, street lights, signage and lane markings, as well as other key services, including street cleaning and maintenance of City buildings.



Street Sweeping (City of Richmond)

The City of Richmond Roads Department is responsible for sweeping city streets. This annual event is beneficial to the overall cleanliness of the City. During scheduled sweeping times, please do not park your vehicle on the street. Signs will be posted to let you know when street sweeping is to occur. For more information, call 604-244-1262 or view www.richmond.ca/services/rdws/maintenance/sweeping.htm.

Construction (City of Richmond)

The City's website has a link that includes a map of Richmond with up-to-date information about city initiated construction sites. Visit www.richmond.ca/services/rdws/projects/projects.htm to find out about scheduled construction activity, including road, water, sewer and drainage construction.

Pay Parking (City of Richmond)

Pay parking ensures there are enough on-street parking spaces available in Richmond's City Centre. Short-term, on-street pay parking rates are a maximum of \$1 an hour (25 cents per 15 minutes) between 9:00 a.m. - 8:00 p.m. daily in the downtown core. All-day parking is available in some areas for \$1 an hour to a daily maximum of \$3 from 9:00 a.m.-8:00 p.m. A variety of permit parking restrictions apply. Motorists are advised to check street signage when parking to verify pay and/or permit parking requirements for that area.

Pay parking, parking tickets, and towing permits are among the responsibilities of the Community Bylaws Department. Bylaw officers are uniformed patrollers on City streets, making sure various City rules and regulations are followed for the overall benefit of the community, which helps increase public safety.

For more information on pay parking in Richmond, visit www.richmond.ca/services/ttp/parktow/paypark.htm.

Monthly Parking (City of Richmond)

Monthly parking is available for off-street parking in four City pay parking lots, including two at Minoru Park (one at the Lawn Bowling Green and the other at the Gateway Theatre), Brighthouse Park and on Westminster Highway at Alderbridge Way. Revenue from pay parking helps offset rising City costs and reduces tax increases. Monthly parking permits can be obtained from City Hall.

Parking Tickets (City of Richmond)

If you receive a City of Richmond parking ticket, it can be paid online with Visa or MasterCard at www.richmond.ca/cgi-bin/CGIparking.exe or by calling 604-276-4280. You can pay for the ticket in person at Richmond City Hall or by mail (Richmond City Hall, 6911 No. 3 Road, Richmond, BC V6Y 2C1). Some private businesses also charge parking fees (e.g. at Vancouver International Airport) and the rates charged and arrangements for payment will differ from those operated by the City of Richmond.

City Government and Public Involvement

City Government

The main tasks of running the City are carried out at City Hall, located at 6911 No. 3 Road. City Hall is where the Mayor's office is located, where City Council meets and where there are main offices for many City departments.

City Council consists of the Mayor and eight Councillors who are elected by Richmond residents once every three years. The functions of City Council are to establish policies to run the City, adopt bylaws for matters delegated to local government and to levy taxes for these purposes.

Some of the main activities of the City of Richmond include: setting a long term vision for the City, passing bylaws to regulate business and building development, collecting property taxes and other taxes, approving spending for City services and special activities (such as the arts and community centres), and coordinating major planning and development projects to achieve the City vision.

The City of Richmond works in partnership with other levels of government and the citizens of Richmond. Government services in Richmond are provided by the local, regional, provincial, and federal government agencies. Information regarding the areas of their responsibility can be found at:

Government of Canada

www.canada.gc.ca

1-800-622-6232

Government of British Columbia

www.gov.bc.ca

604-660-2421

Metro Vancouver

www.metrovancouver.org

604-432-6200

City of Richmond

www.richmond.ca

604-276-4000



Civic Elections and Voting

A local government election is held every three years. This election determines the next Mayor and eight Councillors for the City of Richmond, as well as seven School Trustees for the Richmond Board of Education. If you have questions regarding local elections, call the City Clerks Office 604-276-4007 or email cityclerk@richmond.ca.

City Departments and Service Groups

Richmond's Chief Administrative Officer oversees the following City areas:

- Business and Financial Services
- Parks, Recreation and Cultural Services
- Engineering and Public Works
- Planning and Development
- Corporate Services
- Law and Community Safety
- Major Projects and Olympic Business

Within each of these areas are smaller divisions that all contribute to the well-being and growth of the City of Richmond. For more information about these departments, visit www.richmond.ca/cityhall/overview.htm and click on "City Departments".

Revenues and Expenditures

All of Richmond's spending is governed by a "Five Year Financial Plan" which complies with the Local Government Act and must be passed by City Council. To view the Financial Plan, visit www.richmond.ca/cityhall/finance/reporting/fiveyear.htm.

The City of Richmond has one of the lowest residential property tax rates in the Lower Mainland. Richmond residents pay a low tax rate due to the continued commitment of City Council and Administration and its focus on fiscal responsibility. This allows for effective management of expenditures while providing high quality services for residents.

Civic Participation and Involvement

The more time you spend in this beautiful City, the more familiar and impressed you will become. Opportunities to volunteer within the City and within the civic government will arise, and you will begin to understand why so many people choose to give their time and energy to help ensure our City runs smoothly.

Be a volunteer - it's a great way to make new friends and helps make your community better for everyone!

Through Council appointments, there are many opportunities to participate in local government by serving on various boards, commissions and official City advisory committees created to address specific areas of civic concern. All vacancies for volunteering with these committees are advertised in the local Richmond newspapers. Application forms can be found online or at City Hall. For a list of committees and application forms, visit www.richmond.ca/cityhall/council/boards/advisory.htm.

City of Richmond's Community Partners

The City of Richmond works closely with Community Association partners to deliver the best services possible and to run its community facilities. These partners are often looking for new volunteers to get involved. The City provides funding for the operation, maintenance, and staff of these community facilities, while Community Associations plan and fund the programs and services.

Community Partners/Associations

Britannia Heritage Shipyard Society

604-718-8050

City Centre Community Association

604-233-8910

East Richmond Community Association

604-233-8399

Hamilton Community Association

604-718-8055

London Heritage Farm Society

604-271-5220

Minoru Seniors Society

604-718-8450

Richmond Aquatic Services Board

604-448-5353

Richmond Arenas Community Association

604-448-5366

Richmond Art Gallery Association

604-247-8300

Richmond Fitness and Wellness Association

604-718-8004

Richmond Gateway Theatre Society

604-270-6500

Richmond Museum Society

604-247-8300

Richmond Nature Park Society

604-718-6188

Sea Island Community Association

604-718-8000

South Arm Community Association

604-718-8060

Steveston Community Society

604-718-8080

Steveston Historical Society

604-271-6868

Thompson Community Association

604-718-8422

West Richmond Community Association

604-718-8400

Emails, details and location maps for all these facilities are available on the City website at www.richmond.ca/parksrec/about/partners.htm.

Richmond Favourites

Tourism Richmond can advise you on the best places to visit in the city and can provide a lot of information, including brochures and maps. They operate the Visitor Centre located on the east side of Highway 99 just after the George Massey Tunnel, approximately 30 minutes north of the US/Canada border. They also operate the seasonal Visitor Centre in Steveston on the corner of Moncton Street and Third Avenue. For more information call, 604-271-8280 or visit www.tourismrichmond.com.

Following are just a few of the many popular places that make Richmond a great place to live, and some favourite spots you may want to visit and enjoy:

The City of Richmond's **Britannia Heritage Shipyard** was originally a fish cannery located in Steveston on the Fraser River. The buildings help tell stories of the Chinese, European, First Nations and Japanese residents and workers who were a part of the Britannia Cannery and Shipyard. Britannia is located on Railway Avenue, with their site office at 5180 Westwater Drive.

The Government of Canada's **Gulf of Georgia Cannery** is at 12138 Fourth Avenue in Steveston. There are displays and machinery that show how the cannery would have appeared in its operating days. Guided tours help visitors experience the salmon canning line and show some of the massive machinery which was used.

The City of Richmond's **London Heritage Farm** is a 4.6 acre site on the south arm of the Fraser River, located at 6511 Dyke Road. The flower gardens, restored barn and old farm equipment give an idea of the rural life in Richmond. There are herb and flower gardens, house tours and a gift shop, with jams, jellies and many hand-crafted items.

Steveston Village is an historic area with a traditional village feel. It is full of interesting and innovative activities to do in a small community. Visit www.steveston.bc.ca for detailed information.

The Golden Village is the second largest Asian community in North America. There are many shopping malls, restaurants, hotels and shops – all within walking distance of each other. This village is an experience that boasts its Asian roots. The Golden Village's approximate borders are Sea Island Way to the north, Garden City Road to the east, Alderbridge Way to the south and about 300 metres west of No. 3 Road.

Riverport Entertainment Park is at the corner of Steveston Highway and No. 6 Road. It is a sports complex with many entertainment facilities and recreational activities.

The City of Richmond's **Richmond Art Gallery**, located at the Cultural Centre at 7700 Minoru Gate, prides itself in its exhibits of regional, national and international works of art. Guided tours are available.

The City of Richmond's **Richmond Museum**, located at the Cultural Centre at 7700 Minoru Gate, is a public museum that has both temporary and permanent exhibits and activities and special events for all. The Museum brings awareness to our multicultural past and present.

The City of Richmond's **Minoru Park** is a 65 acre park located north of Granville Avenue, between Minoru Boulevard and Gilbert Road. The park features a lake with paths and trails and extensive public sports and recreation areas.



The City of Richmond's **Garry Point Park** is an ocean front park that has excellent walking trails and spectacular views of the Fraser River and the Gulf Islands. The park is located at the southwest corner of Richmond between Chatham and Moncton Street on 7th Avenue in Steveston.

The City of Richmond's **Garden City Community Park** is located at 6620 Garden City Road, on the northeast corner of Granville Avenue and Garden City Road. It is a small but beautiful new park with an area featuring trees from around the Pacific Rim. It has a tree lined walking circuit that is connected to the City's extensive system of walking trails.

The Future of Richmond

Over the past several decades, the City of Richmond has grown into a highly livable, world renowned urban centre, with Richmond's City Centre being one of the fastest growing neighborhoods in the region.

Richmond's 185,000 residents enjoy a unique mix of residential and commercial property, agricultural lands, industrial parks, waterways and natural areas. Much of the recent population growth has been from Asian immigrants, who now represent approximately one third of Richmond residents. These newcomers have contributed significantly to the growth of the small business and retail sectors and have added to the diversity and vibrancy of the City of Richmond.

Richmond's economy supports over 100,000 jobs in various sectors and this number is growing. Employment opportunities continue to evolve in services, retailing, tourism, technology industries, light manufacturing, airport services and aviation, agriculture, fishing and government. In recent years, Richmond has been emerging as a leading centre for high tech industries.

Through careful planning and by balancing economic well-being with environmental health, the City is dedicated to ensuring Richmond remains a healthy, sustainable, safe and enriched community, with an innovative and prosperous economy for current and future generations.

The creation of neighborhood strategies around concepts such as transit oriented development and the arrival of the Canada Line rapid transit line in Richmond in 2009, are expected to draw both new residents and businesses and stimulate the already expected population growth in the City Centre.

The City of Richmond is an official Venue City for the 2010 Olympic Winter games. It has constructed the Richmond Oval next to the Middle Arm of the Fraser River, which will be home to the long track speed skating competition during the Games. After the Games, the Richmond Oval will become an international centre for sports and wellness. The multi-use facility will bring together summer and winter sports, with room for 2 Olympic-sized ice sheets, 8 basketball courts, and an indoor 200 metre track.

Richmond is a welcoming and inclusive community where culture, heritage, arts, business, sports, recreation and wellness all come together and play an integral role in defining our unique city. This special combination, along with the city's active livability, has attracted tens of thousands of newcomers from around the globe.



Telephone Reference Guide

For more information on City of Richmond services, visit www.richmond.ca

Richmond City Hall

6911 No. 3 Road

Richmond, BC V6Y 2C1604-276-4000

Telephone Device for the Deaf604-276-4311

City Works Yard

5599 Lynas Lane

Richmond, BC V7C 5B2604-270-8721

Public Works

Public Works 24 Hour Emergency Dispatch604-270-8721

Road Hazards 24-hour Emergency Line604-270-8721

Public Works Service Centre604-276-4014

Non-Emergency Service Centre Line604-244-1262

Snow Removal (Mon-Fri, 7:30 a.m.-4:00 p.m.)604-270-8721

Local Area Services Program Coordinator604-276-4149

Community Safety Services

Police, Fire, Ambulance911

Non-emergency Richmond RCMP604-278-1212

Steveston Community Police Station604-713-2323

South Arm Community Police Station604-713-2300

Non-emergency Richmond Fire-Rescue604-278-5131

Richmond Block Watch604-207-4790

Citizens' Crime Watch604-264-3588

City of Richmond Emergency Programs604-233-3333

Parks, Recreation & Culture

Parks604-244-1208

Recreation and Cultural Services604-276-4300

Diversity Services604-276-4390

.....604-276-4391

For Community Centres and Facilities, see pages 17 and 18

For Golf Courses, see page 18

Library

Brighthouse (Main) Branch604-231-6401

Ironwood Branch604-231-6468

Steveston Branch604-274-2012

Cambie Branch604-273-2223

Schools

Richmond School District604-668-6000

For listings of Schools, see Richmond Yellow and White telephone pages

For Post-Secondary Schools, see page 19

Garbage

Garbage or Recycling Inquiries604-276-4010

Parking

Pay for a parking ticket604-276-4280

Health Services

Richmond Health Department	604-233-3150
Continuing Care	604-278-3361
Environmental Health	604-233-3147
Medical Services Plan (MSP)	604-683-7151
Richmond Hospital	604-278-9711

Immigrant Support And Advice Services

Richmond Multicultural Concerns	604-279-7160
SUCCESS	604-279-7180
Multicultural Helping House	604-270-0160

Community Services And Support Information And Referral Services

Volunteer Richmond Information Services	604-279-7020
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This is a not a complete listing. Advice on where to get more information is contained in the Community Services and Support section of this Guide.

Housing

BC Residential Tenancy Office	604-660-1020
Tenants Resource Advisory Centre	604-255-0546
BC Housing	604-433-2218

Employment And Business

Human Resources Canada (HRDC)	604-273-6431
Richmond Chamber of Commerce	604-278-2822

Transportation

Translink Customer Information	604-953-3333
Handydart – Wheelchair accessible transportation	604-279-7090
BC Ferries	1-888-223-3779

Crisis Services

CHIMO (Crisis Services)	604-279 7077
Reporting Child Abuse	(no area code needed) 310-1234
After hours	604-660-4927
Reporting Family Violence	604-436-1025
Kids Help Phone	1-800-668-6868
Richmond Addiction Services	604-270-9220

Driving

ICBC Driver Testing and Vehicle Information	604-661-2255
Air Care – Motor Vehicle Branch	604-775-0113

Government

Government of Canada	1-800-622-6232
Government of British Columbia	604-660-2421
Metro Vancouver	604-432-6200

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City of Richmond

6911 No. 3 Road
Richmond BC V6Y 2C1
Phone: 604-276-4000
www.richmond.ca

This document was made possible in part by:

