

# 7 NUMBERS EVERY RICHMOND SENIOR NEEDS

## PERSONAL HEALTH

1

Your doctor's # \_\_\_\_\_

Your pharmacist's # \_\_\_\_\_

Other # \_\_\_\_\_

**When:** Office/clinic hours

**Why:** Your doctor is your health expert. If you don't have a doctor, a walk-in clinic may be a good option. HealthLink BC can be called (phone 811) for help finding a family practice or a list of walk-in clinics close to you. You can also access HealthLink BC online at [healthlinkbc.ca](http://healthlinkbc.ca).

## HOME HEALTH

2

604-278-3361

VCH Richmond Home Health

**When:** Monday to Friday, 8:30 a.m.–4:30 p.m.

**Why:** To help people remain safe and independent in their own homes. If you need information on Home Care Nursing, Occupational or Physio Therapy, palliative care, day programs for adults, Assisted Living, Residential Care, home support services for personal care, caregiver respite or concerned about any senior experiencing abuse and neglect, please call 604-278-3361.

**What:** Trained staff will work with you and your goals of care.

## MENTAL HEALTH & SUBSTANCE USE

3

604-675-3975

VCH Richmond Older Adult Mental Health Team

**When:** Monday to Friday, 8:30 a.m.–4:30 p.m.

**Why:** If you have concerns for yourself or others about mental illness, memory loss or other cognitive changes, substance use or issues of abuse or neglect of vulnerable adults and unsure about what to do.

**What:** Mental Health Clinicians will work with you, your family and caregivers, family doctor, care facilities and other community programs. We will meet with you in your home to identify your needs and work together towards solutions.

## SENIORS' RESOURCES

4

604-279-7020

Richmond Cares, Richmond Gives

**When:** Monday to Friday, 9:00 a.m.–5:00 p.m.

**Why:** Knowledgeable staff and volunteers can help connect seniors and their families to community resources.

**What:** Offers a range of Seniors Community Support Services, including grocery shopping, senior peer counseling, transportation, friendly visiting and light housekeeping.

## COMMUNITY SERVICES

5

2-1-1 ([bc211.ca](http://bc211.ca))

**When:** 24 hours/day, 7 days/week

**Why:** If you need a service and aren't sure what it's called or where to find it connect to an Information and Referral Specialist with detailed knowledge of community, social and government services.

## HEALTH INFORMATION

6

8-1-1 ([healthlinkbc.ca](http://healthlinkbc.ca))

**When:** 24 hours/day, 7 days/week,

**Why:** If you're feeling unwell or have a minor injury and are unsure about what to do. Or if you just have a health question or need advice about a health issue.

**What:** Provides information and referral for community resources such as health advice from a nurse; nutrition information from a dietitian; physical activity information from a qualified exercise professional; advice about medications from a pharmacist. Translation services are available in more than 130 languages.

## EMERGENCY SERVICES

7

9-1-1

**When:** 24 hours/day, 7 days/week,

**Why:** In any serious emergency, an ambulance will arrive and paramedics will assess whether you need to go to your local Emergency Department. Transportation by ambulance to hospital is a billable service.

Vancouver  
CoastalHealth

Order at [vch.eduhealth.ca](http://vch.eduhealth.ca)  
Catalogue #GT.22.S60  
May 2018

Richmond  
Division of Family Practice  
A GPSC initiative

BRITISH COLUMBIA  
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