

## Chinese Help Line

Provides information and emotional support in Cantonese and Mandarin.

### Program Information

The S.U.C.C.E.S.S. help lines services demonstrate equity, non-discrimination, and respect for the client's privacy, consent and choice. They also demonstrate cultural sensitivity towards diverse values and beliefs.

### Get in Touch:

**Phone:** Cantonese: 604-270-8233

**Alternate Phone:** Mandarin: 604-270-8222

**Website:**

<http://www.successbc.ca/eng/services/family-youth/counselling-service/358-chinese-help-lines>

## Crisis Counselling

Serves people in crisis through transition and education.

### Program Information

Chimo provides services from community building to prevention, from individual crisis support to advocacy, and from peer support to education.

### Get in Touch:

**Phone:** Crisis Line: 604-279-7070 (7 days a week, 8am till midnight)

**Alternate Phone:** Office: 604-279-7077

**Website:** <http://www.chimoservices.com>

- **Crisis:** Crisis Lines, Nova House, Crisis Counselling
- **Transition:** Counselling, Outreach and Advocacy, Settlement Services
- **Education:** Community Engagement

## Legal Aid

A non-profit organization that is there to help with any legal problems you might have.

### Program Information

If you have a legal problem, but can't afford a lawyer, that's where legal aid comes in. They offer a number of services, and help with matters like:

- Serious family problems
- Child protection matters
- Immigration issues
- Criminal law issues

### Get in Touch:

**Phone:** 604-408-2172

**Website:** <http://www.legalaid.bc.ca>

## Nova House Transition House

Offers a crisis line and temporary, safe accommodations for women and their children experiencing violence or at risk of violence.

### Program Information

Provides temporary accommodation in a safe and secure environment for women and their children who are experiencing violence or are at risk of violence.

They are a free and confidential service and are staffed 24 hours a day, 7 days a week with trained staff speaking more than 10 different languages. Women and

### Get in Touch:

**Phone:** Nova House Crisis Line: 604-270-4911

**Alternate Phone:** Chimo Office: 604-279-7077



# Programs: Crisis Services

RichmondKids.ca

children can stay up to 30 days while accessing emotional support and available resources. Residents can obtain assistance with immediate practical concerns such as health, legal issues, housing, financial needs, schooling, child care, and transportation.

## Richmond Food Bank

Provides healthy food for Richmond families, whatever your reason for need.

### Program Information

Richmond Food Bank connects people, food, and services that are essential to health and well-being. The Richmond Food Bank gives healthy and nutritionally-balanced food to more than 1400 people in a typical week, providing Richmond residents with healthy food choices and connecting clients to services that address the root causes of poverty.

### Get in Touch:

**Phone:** 604-271-5609

**Email:** [info@richmondfoodbank.org](mailto:info@richmondfoodbank.org)

**Website:** <http://richmondfoodbank.org>

## Poison Control Centre

Provides information on poisons and treatments.

### Program Information

Poison Control centre is available in 150 different languages, and 24/7. Remember that this is not a substitute for 911! Many poisonings can be prevented. It only takes a minute to learn about how to prevent a poisoning and what to do if it happens. Here are a few facts:

- Over half of all poisonings occur in children younger than 6 years of age.
- Every hour at least one child in British Columbia is poisoned.
- The most common “poisons” in children are cough/cold medicines, pain and fever medicine, plants and cleaners.
- Most poisonings in children happen just before lunch and before dinner when children are hungry and least supervised.
- “Child-proof” caps are not child-PROOF, they are only child-RESISTANT.

### Get in Touch:

**Phone:** 604-682-5050

**Alternate Phone:** 1-800-567-8911

**Website:** <http://www.dpic.org/contact>