



*In This
Together*

2019-20 Annual Report



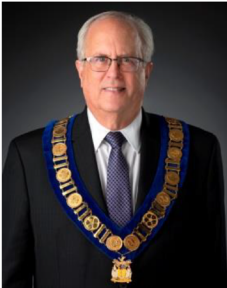


City of
Richmond

Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:



Once again, I am honoured to extend greetings to the staff and volunteers at *Richmond Cares, Richmond Gives (RCRG)* on behalf of the City of Richmond and my fellow members of City Council.

RCRG plays a critical role in our community. Richmond residents are very proud of the high quality of life and sense of community they enjoy here. So much of what we enjoy about Richmond is made possible through the dedicated and unselfish efforts of our volunteers, who work tirelessly to make our community a better place.

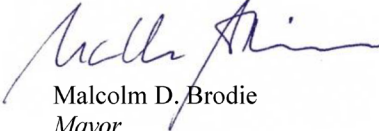
Working together, the City, key community partners such as *RCRG* and individual volunteers have made Richmond an international benchmark community for liveability and build our volunteer capacity.

As you know, *RCRG* does much more than just promoting and supporting volunteerism in our community. *RCRG* also supports many other programs that are critical to our community. Your organization touches and enriches our community in so many ways, from child care and seniors programs, to information services, to the Richmond Christmas Fund and Leadership Richmond.

We are pleased that the City and *RCRG* continue to have a close working relationship in delivering these and other important community services. The collaborative spirit and commitment to service embodied by your organization has served our community well.

We salute you again for your many ongoing achievements within the community and look forward to a productive and ongoing relationship with *RCRG* for decades more to come.

Congratulations!


Malcolm D. Brodie
Mayor



Message from the Chair and President & CEO

This year, much of our annual report will follow a tried and true blueprint, capturing highlights, accomplishments, and memorable moments from the past 12 months.

We'll discuss each of RCRG's programs, from the Richmond Christmas Fund, which had another record-breaking year, to our Seniors Community Support Services, which expanded to include a new Family & Friend Caregiver Hub. We'll talk about our Neighbourhood Small Grants program, which funded more projects than ever before, and our Child Care Resource & Referral Centre, which will soon open a re-modeled and re-imagined Richmond Early Years Library.

But, as you know, this year was different: for our organization, for our community, for the entire world. The COVID-19 crisis produced an unprecedented wave of anxiety and uncertainty, forcing us to quite literally change the way we live. On every timeline, including that of our annual report, there is now a separation point: before the pandemic, and after.

Beginning in March, we pressed pause on our regular programs and services, and focused our efforts on an organization-wide response to COVID-19.

This included a significant expansion of our Seniors Community Support Services, as we worked to ensure that older adults had continued access to groceries, medication, and social connection.

Our Child Care Resource & Referral Centre took on the important role of finding emergency child care for essential service workers, including those in the healthcare sector.

And we used our Volunteer Now database to help local non-profit organizations recruit volunteers for their own COVID-19 response services.

During this period, our staff, board members, and volunteers stepped up like never before.

Normally, our annual report is simply a reflection of the year that was. This time, though, it's also a tribute to the people behind RCRG, who came through when our organization, and our community, needed them most.

Their actions spoke volumes, embodying the mantra that transcended the crisis, and helped us rise above it: **we're all in this together.**

Richard Vetter, Chair

Ed Gavsie, President & CEO



INFORMATION & VOLUNTEER CENTRE

Because we're here...

Richmond residents are connected to their community.

A sense of community needs to be nurtured. That's especially true in Richmond, where multiculturalism is our greatest strength, but can also create barriers that limit community engagement.

At RCRG, we're devoted to breaking down those barriers. Through our **Information & Volunteer Centre**, we help Richmond residents find meaningful, rewarding volunteer opportunities, so they can support causes they care about, while meeting new people and forming new friendships.

We also assist residents in accessing community resources. Whether in-person, over the phone, or via e-mail, we provide individuals and families with detailed, accurate referrals, connecting them to services and supports that will enhance their quality of life. On our website, we maintain Richmond's largest Community Services Directory and host a Community Events Calendar – two additional ways we keep residents connected and engaged.

A community functions best when everyone's involved and feels like they belong. At RCRG, we're proud to help bring our community together.

PROGRAM STATS

- Our online Volunteer Now database was viewed **16,800** times.
- Our online Community Services Directory received **4,076** page views, while our Events Calendar was viewed **2,505** times.
- In partnership with the Richmond News, we published **15,000** copies of the 2019-2020 Richmond Seniors Directory.
- We provided **3,662** people with information about volunteering and community services in person, over the phone, or via e-mail.

RICHMOND'S VOLUNTEER SPIRIT SHINES IN TRYING TIMES

At RCRG, the month of March is a special one. Not only is it filled with the usual bustling activities of e-mails and phone calls; it is also marked with boxes of volunteer thank-you cards circulating throughout our office. This is the time when we are busy planning for National Volunteer Week. In 2020, it took place April 19-25.

Every year, this week is filled with festivities to highlight the valuable contributions of volunteers from all over Richmond. Volunteers Are Stars is our community-wide celebration, where exemplary volunteers are honoured; RCRG and the Richmond Caring Place co-host an event celebrating the volunteers who help numerous non-profit organizations in the building; RCRG's Thank-You Card campaign transforms our sincere appreciation into countless personal messages written on nearly 400 individual cards; and finally, our annual staff volunteer event at the Richmond Food Bank underscores our commitment to volunteerism.

This year, due to COVID-19, none of these events took place.

Instead, the RCRG team created a video compilation to thank our volunteers. Each of us, from our offices or living rooms, filmed a message of appreciation to recognize the tremendous contribution that our volunteers make, even in these uncertain times. National Volunteer Week of 2020 will forever have a special meaning – when volunteerism continued to shine through as our community responded in selfless ways to help each other during the pandemic.



Our Information & Volunteer Centre is funded by the Province of BC and the City of Richmond.

PHOTO GALLERY





LEADERSHIP RICHMOND

Because we're here...
Richmond's voluntary sector is stronger than ever.

Richmond's charitable sector is part of the fabric that binds our community together. Every day, hundreds of organizations work in collaboration to deliver programs and services that improve the lives of Richmond residents. Behind the scenes, RCRG's **Leadership Richmond** program helps make this work possible.

The program includes three modules, the first of which – Youth Now – gives young adults an opportunity to serve on a non-profit board of directors. Participants gain valuable, high-level experience in the charitable sector, on their way to becoming future community leaders.

In the second module, Richmond Caring Companies, we help local businesses develop community engagement strategies, so they can support the non-profit sector in a way that best utilizes their resources and expertise.

Finally, in the Community module, we offer workshops and training courses for non-profit professionals, covering topics like volunteer management, fund development, and conflict resolution. By building the skills of the non-profit workforce, we build capacity in the sector itself.

PROGRAM STATS

- **6** youth leaders and **5** non-profit organizations participated in the 2019-20 Youth Now program.
- We provided a customized training session for **13** staff members at the City of Coquitlam.
- **17** non-profit professionals participated in our renowned Volunteer Management Training Series, which we offered twice last year.
- We also delivered our Volunteer Management Training Series at Stenberg College, where an additional **19** participants completed the course.

LESSONS IN LEADERSHIP

Year after year, the Youth Now program brings together community-minded youth leaders to work directly with a few Richmond non-profit organizations, so the youth can gain new skills and build their leadership capacity. To complete the program, participants attend a series of conferences and board meetings, take part in activities with their matched organizations, and complete individual and group projects. The program is characterized by lots of networking, learning, and practical opportunities.

The 2019-20 Youth Now cohort faced a challenge – the COVID-19 pandemic. Just when they were about to reach the program’s finish line, the pandemic arrived. The graduation event that was supposed to take place in late April was postponed. The group project designed to encourage community engagement, and scheduled to be held at a popular spring event, had to go back to the drawing board. The youth leaders’ individual projects also had to be re-assessed, since the goals and needs of their organizations had changed.

The Youth Now program took a pause, just like the world did, to respond to the disruptions caused by the pandemic. But during this pause, the youth leaders observed different kinds of leadership from healthcare professionals and government officials. With the support of their board mentors, they also used the break to redesign their projects. The program has now restarted, and when it concludes, we’re confident the youth leaders will look back fondly on a unique journey, marked by adaptation, flexibility, and perseverance.



*Funding for Leadership
Richmond - Youth Now is
provided by Coast Capital
Savings and the Government
of Canada's Canada Service
Corps program.*





NEIGHBOURHOOD SMALL GRANTS

Because we're here...
small community projects are having a big impact.

A tightknit community grows from the ground up, starting with individual neighbourhoods. By reaching out to one another, neighbours can create grassroots connections that, when multiplied, have the power to bring the entire community together.

RCRG's **Neighbourhood Small Grants** program follows this model. Each year, in partnership with the Vancouver Foundation and the Association of Neighbourhood Houses of BC, we award grants of up to \$500 to Richmond residents, so they can carry out community projects that foster social connections and cultivate a sense of belonging.

The projects are marked by inclusivity, as well as creativity. From block parties, to art workshops, to cultural celebrations, residents from across Richmond's diverse demographic spectrum always find new, innovative ways to build bridges between neighbours.

While the grants themselves are small, their impact just keeps growing.

PROGRAM STATS

- In 2019, we approved **38** Neighbourhood Small Grants, worth a combined **\$18,980**.
- **8** volunteers served on the Resident Advisory Committee, where they contributed **184** hours reviewing grant applications and providing support and guidance to project leaders.



**Neighbourhood
Small Grants
Richmond**

WON'T YOU BE MY NEIGHBOUR?

A key highlight from the past year was the Butterflyways Pollinator Garden, a youth-led environmental project. Building on a grant from the David Suzuki Foundation, a group of Richmond Secondary students worked together with their school to create a garden, designed to attract butterflies and bees. It's wonderful to see the partnerships our grants help cultivate in the wider community. With this initiative, it was especially gratifying to see young people take the lead, and learn and grow from their experience.

Another project, Art in the Garden, was the latest from a group of neighbours who, over the past few years, have used Neighbourhood Small Grants to build stronger connections with each other. This time, they focused on art - rock painting, fence decoration, birdhouse construction - as a way to bring kids and adults together. The project, along with being a ton of fun, contributed to a sense of neighbourhood pride.

One of the goals of the Neighbourhood Small Grants program is to build bridges between Richmond's different cultural groups. A cooking workshop, called Making Dumplings, did this particularly well. The project leader didn't speak English, and the project mentor didn't speak Chinese, yet they still managed to organize the workshop, which had a great - and diverse - turnout!

Projects that showcase different cultures illustrate that, when we come from a place of understanding, we learn so much more from each other. A good example is Portraits of Venezuela, a project that saw a group of Richmond residents gather at a Steveston restaurant, where a Venezuelan couple shared stories, recipes, and cultural traditions from their home country. It was an evening that celebrated our differences, while fostering cross-cultural harmony.



The Neighbourhood Small Grants program is funded by the Vancouver Foundation.



RICHMOND CHILD CARE RESOURCE & REFERRAL CENTRE

Because we're here...
families and child care providers have support.

Child care is a partnership, in which parents and early childhood educators work together to ensure that children can learn and grow in a safe, nurturing environment. RCRG's **Child Care Resource & Referral Centre (CCRR)** has been strengthening this partnership for decades.

Through a free referral service, the CCRR connects parents to local child care providers, while helping them access community programs that will further support their child's healthy growth and development. The CCRR also hosts regular drop-in sessions, where parents can learn and play alongside their children, under the guidance of an early childhood educator.

For child care providers, the CCRR presents a wide range of professional development opportunities, from fun, interactive workshops, to multi-part courses covering the latest topics in the child care field.

Finally, the CCRR maintains the Richmond Early Years Library, a one-of-a-kind space where both parents and child care providers can browse and borrow from our community's largest selection of early learning materials.

PROGRAM STATS

- **8,265** child care referrals were provided to **1,000** parents and families.
- **19%** of our **9,089** interactions were conducted in Chinese, of which **5,896** were with families and **4,218** were with child care providers.
- Through these interactions, **10,051** community referrals were provided to families, and **4,149** handouts were distributed.
- **730** participants attended **25** training opportunities presented by the CCRR.
- Our **4** playgroup programs ran **123** sessions, with **1,025** children and **940** parents attending.

CREATIVE EVOLUTION

2019 was a remarkable year for the CCRR. In 2017, we re-evaluated our program's structure regarding the evolving needs of our community. This resulted in the subsequent outline and implementation of key strategies that would directly affect our principal targets: community awareness, public interaction, and parent engagement.

	Families Looking for Child Care	Facilities Referred to Families	Community Referrals Provided
Former Standard - 2017	422	2,308	2,693
Strategy Implemented - 2018	653	4,342	5,330
First Year - 2019	825	7,343	8,812
Second Year - 2020	1,000	8,265	10,051
Total Increase:	137%	258%	273%

*numbers adjusted to reflect definition changes

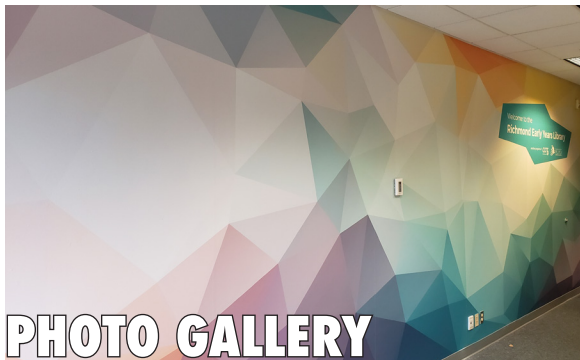
While significant improvements were immediately evident, it is now clear, two years later, that the success of these strategies can be realized over the long-term.

A key accomplishment is the overall improvement of the quality of our interactions, evidenced most notably by community referrals. Community referrals are instances we helped find or provided information for child care services that were not offered by our agency. Phase 1 of the strategy emphasized community outreach, engaging in new dialogues and using them as a mechanism to increase our public visibility.

This year we began implementing Phase 2, a significant component of which was the restructuring of our two resource libraries into the new Richmond Early Years Library. This library not only boasts its own beautiful space on the second floor of our building, but will also serve as a local hub for parents and child care providers. Our intent is to provide inspiration and play ideas relevant to current learning philosophies, and work to enrich the learning framework for young children by providing information, materials, and resources patrons can take home and use.

Features of the library include:

- Over 1,000 resources available to borrow, including 50 activity boxes and 200 kits
- Two brand new sections: wooden/natural resources and loose parts
- Delivery of in-house library programs and training opportunities



The Richmond Child Care Resource & Referral Centre is funded by the Ministry of Children and Family Development, with additional support from the City of Richmond.

PHOTO GALLERY



RICHMOND CHRISTMAS FUND

Because we're here...
everyone can share in the holiday spirit.

Year after year, the **Richmond Christmas Fund** proves that community is like family.

Each holiday season, RCRG mobilizes an ever-growing number of volunteers, donors, and supporters, so together, we can lend a helping hand to our neighbours in need.

This outpouring of generosity allows us to provide thousands of low-income residents with grocery vouchers, toys, books, and gift cards, ensuring that children, seniors, and everyone in between will have a holiday celebration to remember.

The Christmas Fund supports people who are struggling through a difficult time. It offers help in the moment and hope for the future. It also offers a reminder for the entire community, in light of our recent challenges: kindness always has, and always will, carry us through.

The Christmas Fund is powered by Richmond's giving spirit, and that same spirit will help our community come back stronger than ever.

PROGRAM STATS

- The Richmond Christmas Fund helped brighten the holidays for **2,915** of our neighbours in need, a **22%** increase over the previous year.
- Among those we helped were **890** children, **337** youth, and **360** seniors – all record highs.
- On November 23, the Christmas Fund experienced its single busiest day ever, serving **737** clients.
- In all, we distributed **2,660** grocery vouchers and **11,000** toys.
- **105** volunteers contributed **1,338** hours, providing support on registration days, in the Toy Room, at our Lansdowne Centre gift wrap booth, and at multiple fundraising events.

PLATINUM-LEVEL GENEROSITY

To carry out its mission, the Richmond Christmas Fund relies on far-reaching community support, anchored by a core group of major donors. In 2019, that group grew to include Platinum Pro-Claim Restoration (PPCR), a caring company that takes pride in giving back.

Right away, PPCR's generosity was on full display, as they made a \$10,000 donation, and became a lead sponsor of A Not So Silent Night, the Christmas Fund's largest fundraising event.

Then came the volunteer support. On November 16, PPCR employees pulled double duty, with one group volunteering at the Richmond RCMP Toy Drive & Pancake Breakfast, and another helping to set up the Christmas Fund Toy Room.

On December 3, PPCR was at it again, this time supporting the Christmas Fund Drive-Thru at Brighthouse Fire Hall No. 1. The company provided a truck and a team of volunteers to help load it with toys. When the event was over, and the vehicle was overflowing with donations – there were even toys on the passenger seat – one of the volunteers told us that, next year, he'd bring a bigger truck.

That remark tells you everything you need to know about PPCR. They're not content to do enough, because they always believe they can do more. Certainly, this past holiday season, they went above and beyond for the Christmas Fund.



The Richmond Christmas Fund is supported primarily by donations from the community, with additional funding from the Province of BC.



**Richmond
Christmas
Fund**

Community is like family



SENIORS COMMUNITY SUPPORT SERVICES

Because we're here...
seniors stay independent longer.

At RCRG, we strive to promote and facilitate healthy, active aging. Working together with a dedicated team of volunteers, we run a variety of **Seniors Community Support Services**, designed to enhance the independence and wellbeing of older adults across Richmond.

Through our Seniors Information & Referral service, we help older adults access community resources, giving them information on healthcare, housing, government benefits, and more. In our Senior Peer Counselling program, the focus shifts to mental health, as trained volunteers – all seniors themselves – offer support and guidance to older adults in emotional distress.

Our Better at Home program includes transportation, friendly visiting, and light housekeeping services, along with a range of grocery shopping options, in which volunteers fill orders placed over the phone, or assist seniors to shop in person.

Most recently, we launched the Richmond Family & Friend Caregiver Hub, which offers resources and support to seniors who provide unpaid care to a spouse, family member, or neighbour.

PROGRAM STATS

- Our volunteer friendly visitors met with seniors **463** times.
- Volunteers and seniors went on **260** group shopping trips together, which, on each occasion, included a social meal afterwards.
- Our volunteer drivers completed **2,114** trips, bringing seniors to medical appointments and community activities.
- Seniors accessed our light housekeeping service **1,754** times.
- We filled **2,423** shop-by-phone grocery orders.

A NEW SUPPORT HUB FOR RICHMOND CAREGIVERS

In Canada, 80% of care given to seniors in the community, and 30% in institutions, is provided by informal caregivers to a spouse, older adult parent, family member, friend, or neighbour. This work - which, we should stress, is all unpaid - is vitally important at the best of times, but has taken on added significance during the COVID-19 crisis.

Many of the caregivers in Richmond face language and cultural barriers, making them less likely to access community supports, or even learn about them in the first place. They live in the moment, focusing on their day-to-day tasks, and often neglect to properly take care of their own health and well-being. At RCRG, we understand the challenges that caregivers face, but they also possess tremendous strength and resilience.

To ensure that caregivers have access to the support they need, we created the **Richmond Family & Friend Caregiver Hub**, funded by the Government of BC, managed by the United Way, and run in partnership with Family Caregivers of BC. The Hub will feature a range of services designed to promote the health and well-being of caregivers, such as one-to-one emotional support, peer support, information & referrals, educational & skill-building workshops, and online resources. All services are free of charge and offered in both English and Chinese.

From April 2019 through March 2020, we received funding from the New Horizons for Seniors Program for the Relax, Recharge, Reset Caregiver Workshop Series. This series was developed to promote the health and wellbeing of family caregivers, particularly seniors who are caring for another older adult. The Caregiver Workshops will resume this coming year, thanks to the generous support of Shoppers Drug Mart.

Currently, we are focused on spreading the word about the Hub and the services available to caregivers through our community partners. We're also preparing to launch a website featuring a range of caregiver resources - all with a local focus!

Our Seniors Community Support Services receive funding from Vancouver Coastal Health, the Province of BC, the Government of Canada's New Horizons for Seniors Program, Shoppers Drug Mart, and the Gilmore Gardens & Courtyard Gardens Community Fund.



A GIFT THAT KEEPS ON GIVING



This story starts with Rick Duff, RCRG's Vice Chair and a member of the Rotary Club of Steveston. In January, Ed Gavsie, our President & CEO, spoke to Rick about an item that had been on our wish list for some time: a new agency vehicle.

Our programs were growing, and a vehicle would make it easier for us to deliver groceries to seniors, transport toys for the Christmas Fund, and respond to emerging community needs.

Our thought was that Rick would reach out to his contacts, and maybe put us in touch with

a prospective donor. It was a long shot, and only a first step, but we were hopeful that, in time, our patient approach would pay off.

Rick had a different strategy. He recognized, immediately, that the Rotary Club of Steveston could cover the lease of a new vehicle. More importantly, he knew that the Club would want to support RCRG.

Ed and Rick met with Club members, and a donation agreement was finalized within weeks. Soon after, we had leased a 2020 Nissan Rogue!

A process that we thought might take a year, or even longer, had instead taken less than a month. Credit for that goes to Rick, for his vision and initiative, and the Rotary Club of Steveston, for their generosity.

In February, we branded the vehicle with RCRG graphics, colours, and messaging. Of course, the Rotary logo is there as well – a way for us to permanently and prominently show our gratitude.

Right away, the Rogue was on the road almost daily, supporting our programs and services. But the donation took on added significance with the onset of the COVID-19 crisis. For seniors who could no longer leave their homes, the vehicle became a lifeline, used by our volunteers to deliver groceries, frozen meals, and prescriptions.

When it comes to serving the community and supporting Richmond residents, we promise the vehicle will remain a gift that keeps on giving.



CLOSED DOORS, OPEN HEARTS

On March 19, to help flatten the curve and prevent the further spread of COVID-19, RCRG closed its doors to the public. But this didn't mean we stopped serving the community. Instead, our entire team – staff, volunteers, and board members – came together to support Richmond residents, and help them through the pandemic.

Our Child Care Resource & Referral Centre (CCRR) kept an ongoing list of available child care spaces, so staff could assist healthcare workers and other front line employees in finding and accessing emergency child care. The CCRR also began offering online workshops and drop-in sessions.

In partnership with the Vancouver Foundation, we launched the Responsive Neighbourhood Small Grants program, through which we funded citizen-led community projects that helped ease social isolation and foster social connection.

Most significantly, we participated in Safe Seniors, Strong Communities, a joint initiative of the United Way of the Lower Mainland, BC Seniors Advocate, bc211, and the Province of BC. As one of BC's 24 COVID-19 Response Hubs, RCRG provided local seniors with a range of free, non-medical support services, including grocery, prescription, and meal delivery, and virtual wellness checks.

Volunteers played a lead role in delivering these services. For us, some of the most enduring images of the pandemic - and some of the most inspiring - were captured on Tuesday evenings, at PriceSmart Foods. Every week, our volunteers were there, filling grocery orders for seniors. They shopped at Safeway as well, and altogether, between March 31 and May 7, they completed an astounding 701 orders!



The changes produced by COVID-19 will be long-lasting. As we settle into a new normal, marked by physical distancing and other mitigation measures, RCRG is ready for what comes next. We remain as committed as ever to the Richmond community, and look forward to supporting its recovery and sharing in the brighter days ahead.

COMMUNITY PARTNERS

Because they're here...we're able to do what we do.

This is the most important part of our annual report. It's where we thank the volunteers, supporters, and community partners who make our work possible. When we say we're in this together, this section best illustrates what that truly means. At RCRG, we never face a challenge alone, and every success is shared. For nearly 50 years, we've been there for the Richmond community, and in turn, the community has been there for us.

This past year, **350** volunteers generously gave their time to our organization, contributing **16,982** hours. They filled dozens of roles, from drivers and friendly visitors with our Seniors Community Support Services, to gift wrappers and toy sorters with the Richmond Christmas Fund. In every case, they made a difference, and inspired us along the way.

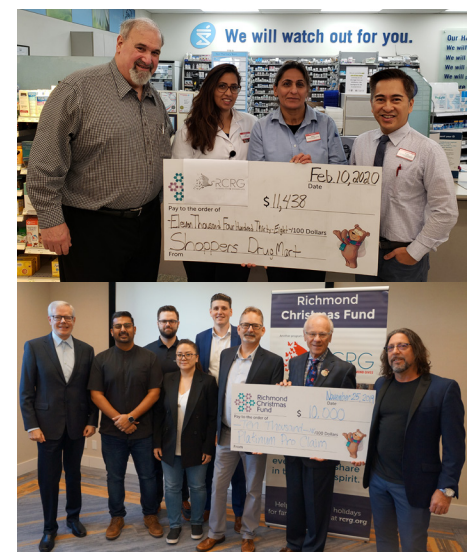
Our list of supporters featured familiar faces like the Richmond Auto Mall Association, which hosted both Windows of Hope and A Not So Silent Night, the Christmas Fund's two largest fundraising events. There were new supporters as well, including Shoppers Drug Mart, which became the lead sponsor of our Relax, Recharge, Reset Caregiver Workshop Series. And of course, the Rotary Club of Steveston provided RCRG with a new agency vehicle.

2019 marked the promising first year of a new, ongoing partnership with the City of Richmond, which will see City staff and donors supporting the Christmas Fund through annual toy drives and fundraising activities.

Finally, as the year came to a close, we joined with the United Way of the Lower Mainland and Province of BC to launch Richmond's Safe Seniors, Strong Communities initiative, aimed at keeping seniors safe, healthy, and socially connected during the COVID-19 pandemic.

THANK YOU TO OUR MAJOR SUPPORTERS

City of Richmond • Coast Capital Savings • Gilmore & Courtyard Gardens
Government of Canada • Innovation Networks • Lansdowne Centre
Lower Mainland Christmas Bureau • O'Hare's GastroPub & Liquor Store
Opacity Design Group • Pacific Gateway Hotel • Platinum Pro-Claim
PriceSmart Foods • Province of BC & Ministry of Child and Family Development
Richmond Auto Mall Association • Richmond Centre • Richmond News
Richmond RCMP • Richmond Sentinel • River Rock Casino Resort
Rotary Club of Steveston • Rubina Hope for Kids • Safeway - Seafair
Shoppers Drug Mart • TD • United Way of the Lower Mainland
Vancouver Coastal Health - Richmond Health Services • Vancouver Foundation



WHO WE ARE

Meet the people behind the organization.

BOARD OF DIRECTORS

Richard Vetter (Chair)
Rick Duff (Vice Chair)
Lawrie Portigal (Vice Chair)
Christine Campbell (Treasurer)
Jasnique Gill
Zinnia Johnston
Lisa MacNeil
Candice Oye
Jordan Oye
Charmaine Ponnambalam
Jat Puri
Rebecca Swaim
Ray Wang
Lisa Wong
Melissa Zhang



Design elements used in this Annual Report were created by Freepik.com and Icons8. Ray Wang contributed photos.



STAFF TEAM

Katey Chan	Carol Dickson
Ed Gavsie	Frances Ho
Josephine Ho	Ellen Huang
Wingsi Kan	Sydney Kuo
Caitlin Lamb	Yvette Li
Karen Lim	Lily Louie
Ryan Luetzen	Pamela Lui
Ravina Narsaiya	Candy Ng
Jocelyn Wong	Margaret Wong
Sophie Wu	Summer Zheng





A Hub for Volunteering and Giving



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