

2020-21

Annual Report



RCRG

RICHMOND CARES  RICHMOND GIVES



Closed Doors,
Open Hearts



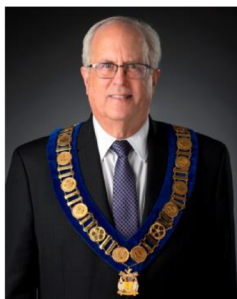


City of
Richmond

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.

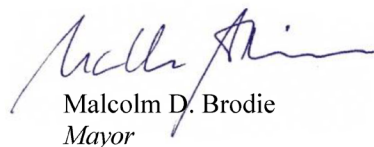
Working together, the City, key community partners such as RCRG and individual volunteers have made Richmond an international benchmark community for liveability and build our volunteer capacity.

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**



We're going to get it out of the way early: this past year has been filled with unprecedented challenges. There's been a constant, underlying anxiety that rises and recedes with the news cycle, that ebbs and flows with the latest COVID-19 case counts. We're all exhausted, and we're ready for life to return to normal, so once again, we can live it together.

When talking about the pandemic, it's important to acknowledge the stark reality of our situation. But it's equally important to find moments of hope and optimism. At Richmond Cares, Richmond Gives (RCRG), that's what we've been doing for the past the 12 months.

Through our own work, through the efforts of our staff, volunteers, and board members, we've tried to be a source of light in our community. Here, in our 2020-21 Annual Report, the pandemic will provide background and context, but it will not be the story.

Instead, we'll focus on the good things. We'll talk about our Seniors Community Support Services, and how they became a lifeline for hundreds of older adults who were sheltering at home. We'll look back on the Richmond Christmas Fund, which, in a year when so many families were struggling, managed to safely help nearly 3,000 of our neighbours in need. And we'll highlight our Child Care Resource & Referral Centre, whose seamless shift to online training is a powerful example of innovation and adaptation.

There's also our Neighbourhood Small Grants program, Leadership Richmond, and our Information & Volunteer Centre, each of which generated their own moments of hope, light, and optimism.

Our theme this year is **Closed Doors, Open Hearts**, which has been our mindset since the start of the pandemic. Health and safety have remained our number one priority, but we've never stopped being there for our community. We'll always find a way to bring people and services together.

Richard Vetter | Chair

Ed Gavsie | President & CEO

Information & Volunteer Centre

Because we're here...Richmond residents are connected to their community.

Over the past year, we've had to redefine what community means. In the process, we've discovered that the idea of community is more resilient and expansive than we could have ever imagined.

At RCRG, our **Information & Volunteer Centre** has played a central role in connecting Richmond residents to volunteer opportunities and community resources. We provide thousands of referrals annually, whether in person, over the phone, via e-mail, or through our website, which includes an extensive database of volunteer positions, a comprehensive Community Services Directory, and a detailed Community Events Calendar.

As the pandemic transformed community life – causing a dramatic shift to virtual volunteerism, online events, and physically-distanced service delivery – our Information & Volunteer Centre remained a key point of connection. People still wanted to get involved in their community. They still needed to access community resources. Even as they stayed apart, Richmond residents still wanted to feel a sense of belonging. And in every case, RCRG was there to help.

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



PROGRAM STATS

- Our online Volunteer Opportunities Database was viewed **14,726** times
- Our online Community Services Directory received **2,608** page views, while our Events Calendar was viewed **1,512** times
- In partnership with the Richmond News, we published **14,500** copies of the 2020-21 Richmond Seniors Directory
- We recognized **21** outstanding community volunteers during the first ever virtual Volunteers Are Stars Awards
- From this group, we announced **4** winners, who shared their stories of community involvement in specially-made videos

PROGRAM HIGHLIGHTS

- During the first few months of the COVID-19 pandemic, our staff quickly shifted their priorities and helped with the Safe Seniors, Strong Communities initiative, which saw skyrocketing demand as older adults sought support to stay safe and healthy. Using their volunteer management skillset, team members from different departments worked together to prepare volunteers who would provide much-needed help to seniors – shopping volunteers who filled grocery orders, volunteer drivers who delivered the groceries, and virtual friendly visitors who offered regular companionship. Our team banded together during a time of crisis, while making sure that we also supported each other.
- One of RCRG's traditions during National Volunteer Week is to send handmade and handwritten thank you cards to all our volunteers. This tradition was interrupted in 2020, due to the pandemic, but we were glad to bring it back in Spring 2021. With hygiene in mind, we adjusted the process of preparing the cards, assigning each one a designated writer. Thus, while the cards feature fewer signatures than in years past, our level of collective appreciation remains as high as ever!
- Volunteers Are Stars (VAS), one of RCRG's signature events, was held virtually this past year. Between video segments and live participation, the 2021 event took a creative and more technically demanding turn. The new format, however, achieved its purpose: even though we couldn't be together in person, we were still able to celebrate Richmond's volunteer spirit, and the exemplary community members who embody it. Through their creativity, perseverance, and dedication, the nominees have had a positive and lasting impact on our community, and will continue making a difference long into the future.



Leadership Richmond

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

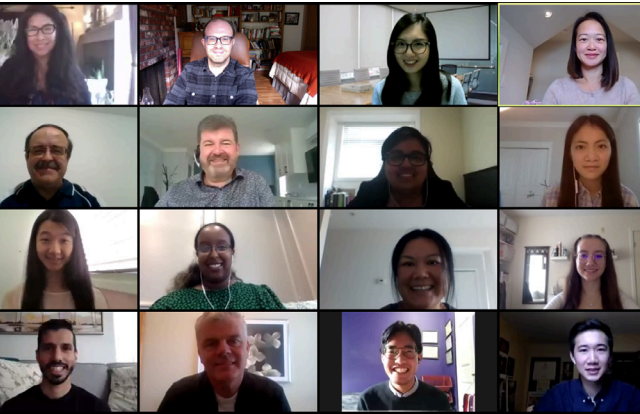
As we've seen in the past year, a strong, responsive charitable sector is a vital community resource. In times of hardship and uncertainty, residents turn to non-profit organizations and community groups for services, comfort, and support.

At RCRG, we take pride in our role as a capacity builder. Through our **Leadership Richmond** program, we work to grow the local charitable sector, helping organizations to enhance their effectiveness and secure their long-term sustainability.

The program includes three modules. Youth Now gives young adults an opportunity to develop their leadership skills while serving as non-profit board members. In Richmond Caring Companies, we help businesses plan and implement community engagement strategies. And through the Community module, we offer sector-specific training to non-profit professionals.

During the pandemic, Leadership Richmond has moved entirely online, with everything from training sessions to youth leadership conferences happening virtually. The program's impact, though, is still felt in the real world, and reflected in the compassion and care of our community's voluntary sector.

Youth Now is funded by the Government of Canada's Canada Service Corps program, with additional support from Coast Capital Savings.

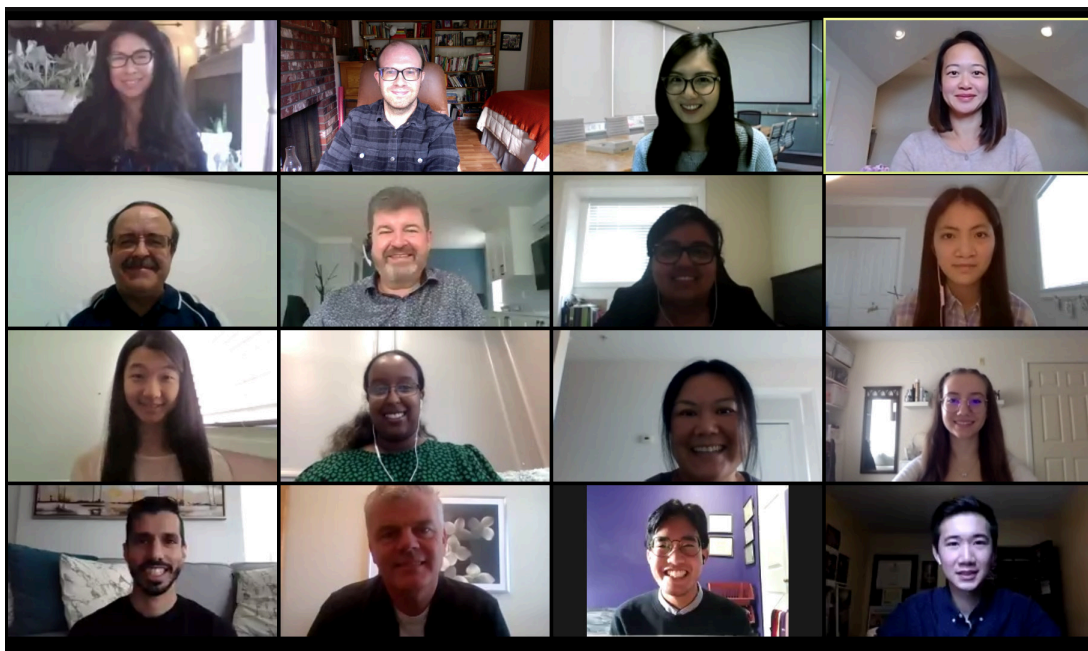


PROGRAM STATS

- **6** youth leaders and **6** non-profit organizations participated in the 2020-21 Youth Now program
- For their group project, the youth leaders created a video featuring **18** interviews with Richmond residents, who discuss our community's resilience during COVID-19
- **26** students from Stenberg College completed our Volunteer Management Training Series
- We provided a customized, full-day volunteer management training session to the City of Pitt Meadows Emergency Program team

PROGRAM HIGHLIGHTS

- At the onset of the 2020-21 Youth Now program, an all-virtual learning curriculum was developed. Using different platforms, the program maintained its key pillars: learning, networking, and practical placement. Re-designed monthly virtual conferences replaced in-person training. We also strengthened networking with more interactive components and connection opportunities. Youth leaders continue to participate on assigned non-profit boards, while being supported by board mentors. During this challenging time, the youth leaders collaborated on a video project to show optimism, positivity, and resilience in our community.
- Learning never stops! RCRG's popular Volunteer Management Training Series was re-developed into a virtual series, which has been delivered successfully to meet the needs of non-profit professionals during the pandemic. Our goal is to create a fun and interactive learning experience. Using a mixture of platforms and online tools, participants can engage easily, access materials, and learn without barriers. As one participant commented: "This was a well-designed workshop, presentation was above and beyond, the presenter was clear and personal creating a relaxed experience while receiving very informative information."
- As the COVID-19 pandemic changed many facets of our lives, a key topic emerged from our work: **How can organizations navigate a sea of uncertainty and continue to thrive during challenging times?** Realizing that this was a question that many community leaders shared, RCRG partnered with Trinity Western University to offer a virtual workshop, called **Effective Organizational Leadership for Pandemic Times**. Many community leaders joined us for a conversation about leadership best practices, and learned ways to motivate their teams and organizations.



Neighbourhood Small Grants

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

The pandemic has caused feelings of isolation and disconnection, as we stay separated from friends and family, and live our lives in self-contained bubbles. At the same time, the need to be part of a community – even a virtual one – has never been greater. For proof, look no further than our **Neighbourhood Small Grants** program.

Each year, RCRG awards grants of up to \$500 to Richmond residents, so they, in turn, can complete community projects. These range from cultural celebrations to art exhibitions to urban gardens, all of which share the common goal of bringing neighbours together.

When public health guidelines limited social gatherings, the program adapted by introducing a new funding stream, called Responsive Neighbourhood Small Grants. Community members could still apply for \$500, only now, their projects had to be virtual, or carried out at a safe social distance. Since then, we've seen an outpouring of creativity, as Richmond residents find new, innovative ways to connect with their neighbours.



**Neighbourhood
Small Grants
Richmond**

The Neighbourhood Small Grants program is offered in partnership with the Vancouver Foundation and the Association of Neighbourhood Houses of BC.

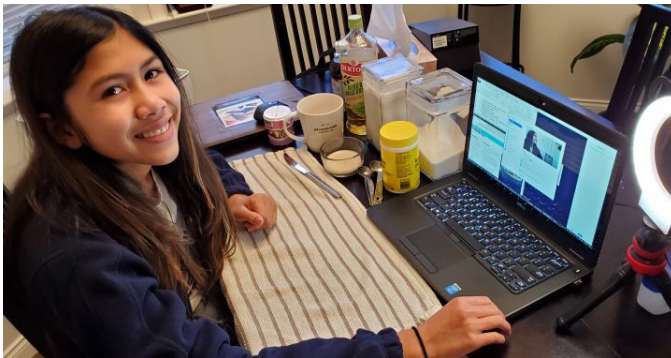


PROGRAM STATS

- Last year, during two rounds of funding, we awarded **38** Responsive Neighbourhood Small Grants, together valued at **\$17,999**
- Highlighting Richmond's diversity, **53%** of applicants indicated they were born outside of Canada
- **11%** of applicants were under the age of 25, while another **11%** were aged 65+
- **61%** of applicants had lived in Richmond for 10 years or more
- For **75%** of applicants, it was their first time applying for a Neighbourhood Small Grant

PROGRAM HIGHLIGHTS

- For his Responsive Neighbourhood Small Grant project, Marshall Lu helped Richmond residents visit their dream travel destinations. All they had to do was send him a photo - or several photos, featuring friends and family members - and Marshall would work his Photoshop magic, editing everyone together and placing them in such far-flung locales as Hawaii, Disneyland, Paris, and Australia. Marshall then printed the photos and mailed them to the recipients, using pink envelopes "to add an extra touch of love."
- Bea Martin, a science illustrator and animator, used a Responsive Neighbourhood Small Grant to launch *Curiosity, Creativity & Beyond*. The online initiative features eight unique nature journaling projects, appropriate for children ages 7+. The activities give families an opportunity to explore the shapes and structures of different plants, animals, and natural objects, from bell peppers, to earthworms, to scallops. Each activity is a work of art and clearly a labour of love. Bea spent hours making beautifully detailed illustrations of each object, and even created videos to help guide participants through the projects. For curious and creative minds, Bea's nature journaling activities are an educational delight!
- One of our favourite projects from last year happened during the holiday season. Angela Leung, along with her husband and two children, ages six and eight, put together 100 comfort kits, then distributed them to homes in the family's Seafair neighbourhood. Fittingly, the project was called "Seafair's No. 1 eLves." Angela used her Responsive Neighbourhood Small Grant to purchase items like hand sanitizer, individually wrapped chocolates, and gift certificates to local businesses. From there, her children took over, designing the artwork for each package, writing uplifting messages on hand-painted rocks, and folding origami cranes. When the kits were finished, Angela and her family spent an evening delivering them to neighbours. "Our children thoroughly enjoyed spreading kindness and happiness with each good deed," says Angela.



Richmond Child Care Resource & Referral Centre

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

Throughout the pandemic, child care providers have been on the frontlines, maintaining safe, supportive spaces where children can play, learn, and grow. Their work has always been essential, but this past year, it took on even greater importance, as child care providers gave parents – and our entire community – peace of mind.

The **Richmond Child Care Resource & Referral Centre** (CCRR) has done its part to help. For parents, the CCRR offers a free child care referral service, runs a variety of educational playgroups, and shares information and resources on choosing quality child care. For child care providers, the CCRR offers support and guidance, in addition to hosting a wide range of professional development opportunities. The CCRR also operates the Richmond Early Years Library, which features an ever-growing collection of educational resources.

One of RCRG's most dynamic programs, the CCRR constantly evolves to meet the changing needs of both families and early learning professionals. What will never change, though, is the program's crucial role in connecting Richmond's child care community.



The Richmond Child Care Resource & Referral Centre is funded by the BC Ministry of Children and Family Development.



PROGRAM STATS

- The CCRR provided **5,120** child care referrals to **462** parents and families, including **2,299** referrals to emergency and essential working families
- Our total interactions with families and child care providers increased to **11,160**
- **1,288** participants attended one of the **38** online workshops and training courses hosted by the CCRR
- Our **4** playgroup programs ran a total of **138** sessions, with **1,266** children and **1,014** parents attending overall
- We increased the number of available library resources to **1,863**, including **52** activity boxes, **227** kits, and **135** toys

PROGRAM HIGHLIGHTS

Usually, the CCRR likes to kick off the year on a high note, with special child provider appreciation events throughout May, before initiating the next stage of our revitalization project. This year we had scheduled three major events: the official launch of the Richmond Early Years Library (REYL); a new training delivery service; and a total revamp of our website. Unfortunately, with the pandemic, many of our projects were suspended. Nevertheless, the CCRR still managed to have a successful year, exemplified in two key areas.

Firstly, at the end of March 2020, the CCRR was mobilized to provide child care 'matchmaking' services to Emergency Responders. Within a day, a database had been built to track centre closures and available child care spaces, and in less than a week a functional program had been created to match those open spaces to Emergency and Essential workers. This system remained in place until September, with a total of **177** families receiving **2,299** child care referrals.

Secondly, staff began taking turns working extended hours to provide support to the community. Weekend and additional evening hours were added, and all of our programming was moved online, with further programs introduced to alleviate lockdown stress. In 2019-2020, our staff each worked approximately **496.5** hours per quarter to provide service to the Richmond community, and from April-June 2020, we provided **566** hours.

Despite not being able to participate in traditional outreach activities, we found other ways to connect with the community. Face-to-face interactions moved online, and we built new relationships with local community groups. Overall, our community interactions increased by over **10%** compared to the year prior.

The COVID-19 pandemic may have added an interesting complexity to this year's operations, but open hearts and dirty diapers are the norm in child care.



Richmond Christmas Fund

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

The economic impact of the pandemic has been felt throughout the Richmond community, as countless families struggle with financial uncertainty and the anxiety that comes with it. This past holiday season, their struggles were magnified. How could they afford to celebrate? How would they purchase gifts, or buy groceries for a festive meal? The **Richmond Christmas Fund** provided an answer.

Each year, we mobilize the community's giving spirit, working with hundreds of volunteers, donors, and supporters to bring the Christmas Fund to life. Through the program, we provide our neighbours in need with grocery vouchers, toys, books, and gift cards, so they can experience the magic of a holiday celebration.

In 2020, the Christmas Fund looked different than ever before, operating with a wide range of health and safety measures in place. There was virtual registration and outdoor distribution. There were plexiglass barriers and endless boxes of masks, gloves, and hand sanitizer. Above all, there was a commitment to be there for our community, and despite a global pandemic, we were.



**Richmond
Christmas
Fund**

Community is like family

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



PROGRAM STATS

- The Christmas Fund helped brightened the holidays for **2,866** of our neighbours in need, including **849** children, **319** youth, and **347** seniors
- The program was supported by **71** volunteers, who together contributed **1,390** hours
- In all, we distributed over **6,000** toys, all of which were hand-selected and individually packaged for Christmas Fund families
- We also gave out **100** adult bikes, donated by the City of Richmond
- **334** individuals and businesses made monetary donations, including **8** Angel Donors who each gave **\$10,000** or more

PROGRAM HIGHLIGHTS

- The Christmas Fund's largest fundraising event, A Not So Silent Night, went entirely virtual, complete with an online auction and a new, more fitting name: **A Not So Isolated Night**. Organized by a committee of 12 volunteers, who met monthly over Zoom, the event received considerable community support. This started with the many local businesses who donated auction items, and carried through to the auction itself, for which more than 150 people signed up to bid. All told, the event raised over \$36,000, providing the Christmas Fund with a significant boost as we worked to give Richmond's most vulnerable residents a holiday season to remember.
- Our #WearTheBear campaign was another fundraising success. In the summer, we decided to sell face masks featuring the Christmas Fund's popular bear mascot. To promote the campaign, we enlisted help from the community, encouraging everyone who purchased a mask to #WearTheBear on social media, so that others would buy one as well. Even a number of elected officials took part! The first run of masks sold out, so we ordered another, and distributed them throughout the fall. As the Christmas Fund wound down, and we prepared to close for the holiday break, we shipped out our final mask, concluding a fundraising campaign that supported our neighbours in need and contributed to public health.
- The Richmond RCMP moved their annual Toy Drive to the Lansdowne Centre parking lot, but that wasn't the only change. For safety reasons, the event was drive-through only, and, alas, there was no pancake breakfast. Would turnout dip as a result? Not at all! In fact, more people took part than ever before! Every donor received a McDonald's coupon and a bag of goodies from our friends at Herband. As for toys, so many were collected that we had to ask Platinum Pro-Claim for help. The company – and Christmas Fund Angel Donor – provided four storage lockers, where we kept the toys until they were ready for distribution.



Seniors Community Support Services

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

The pandemic has been especially hard on older adults, for whom staying safe has meant isolating at home, cut off from their normal support networks. At RCRG, we've stepped in to fill the gap, modifying and expanding our **Seniors Community Support Services** to help keep older adults healthy, independent, and socially connected.

For clients seeking to access community resources, we offer an information & referral service. For those in need of emotional support, we provide Senior Peer Counselling. During the pandemic, our grocery shopping service has been used by hundreds of Richmond seniors, who rely on it for both food and household essentials. We've also begun doing frozen meal delivery, and prescription pick-up and drop-off.

As part of the Richmond Better at Home program, we offer transportation, friendly visiting, and light housekeeping services. Finally, for the past year, we've been operating the Richmond Family & Friend Caregiver Hub, through which caregivers can access workshops, resources, and support.

While the pandemic has kept seniors apart from their loved ones, we've tried to ensure that they still feel part of the community.

Our Seniors Community Support Services receive funding from the Province of BC, Vancouver Coastal Health, and the Gilmore & Courtyard Gardens Community Fund.



PROGRAM STATS

- Our friendly visiting volunteers had **956** phone conversations with local seniors
- Each month, an average of **60** volunteers supported our grocery shopping program, contributing **5,157** hours in the past year
- Volunteers completed **5,697** Shop-by-Phone grocery orders
- **276** caregivers took part in **34** recreational and educational workshops hosted by the Richmond Family & Friend Caregiver Hub
- All **14** volunteers in our Senior Peer Counselling program have completed **55** hours of training through Senior Peer Counselling of BC

PROGRAM HIGHLIGHTS

- Since the beginning of the pandemic, our Seniors Community Support Services department has worked hard at implementing new services to meet the needs of older adults who are disconnected from family and friend support networks. Friendly visits are all virtual. Trips to medical appointments are now completed in RCRG's agency vehicle. Grocery orders are filled and delivered by staff at Safeway, and by our volunteers at PriceSmart, who help shop for seniors after store hours. New services added include frozen meal delivery, and prescription pick-up and delivery. Recently, RCRG's Shopping Volunteers received a 2021 Volunteers Are Stars award, in recognition of their outstanding contributions to the community.
- The Richmond Family & Friend Caregiver Hub started with a lot of uncertainty, but one thing we have kept in mind is that support for family & friend caregivers must always be available. We constantly seek out new ways to engage caregivers, and all of our services are now available online through virtual meetings or over the phone. We've also launched a new website that is continually updated with the latest information and resources for Richmond caregivers, including an ever-growing video library and a full calendar of events to cater to all types of learning and interests.
- Our Senior Peer Counselling program provides emotional support to older adults who are facing challenges such as loss, anxiety, and loneliness. It is based on the premise that seniors are often more comfortable speaking with someone to whom they can relate, like another senior. The current health crisis has increased isolation and loneliness, making the weekly phone contacts from our compassionate volunteer Counsellors more important than ever. Maureen, who has been a volunteer for four years, states, "The program has been the gift that keeps on giving. I am so grateful for the useful training, the ongoing connection and learning opportunities, and the reward of connecting with clients is priceless."



Building Community with a Camera and Microphone



The pandemic has been a lesson in adaptation. At RCRG, we've made countless modifications to our programs and services, so we can continue serving the community safely and responsibly. One tool, however, has not only impacted our work, but has changed the way we interact with clients, volunteers, and colleagues. This past year, we learned how to Zoom.

Initially, we used the video conferencing software for staff and board meetings. Then, as we familiarized ourselves with its quirks and quarks, we began incorporating Zoom into program delivery.

We hosted Youth Now leadership conferences on Zoom, as well as the program's launch and graduation

ceremonies. On multiple occasions, we took to the platform to present our Volunteer Management Training Series. Our Child Care Resource & Referral Centre, meanwhile, has held dozens of Zoom workshops, usually for sold-out audiences.

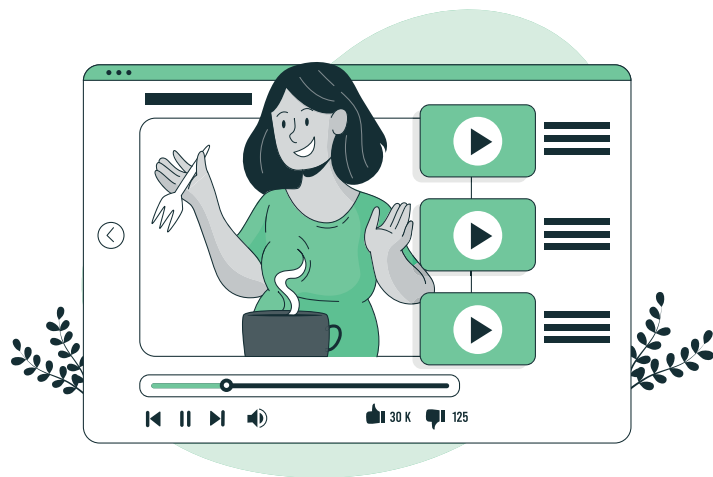
When, at the beginning of the pandemic, we launched the Richmond Family & Friend Caregiver Hub, one of the only ways we could connect with caregivers was through Zoom. We now use the software to run our Relax, Recharge, Reset Caregiver Workshop Series, and post the recordings on our YouTube channel.

We conducted Christmas Fund registration over Zoom, and utilized the platform for both our 2020 Annual General Meeting and the 2021 Volunteers Are Stars Awards. Over the past year, so many of our interactions have happened through a screen. And yet, we feel closer to our community than ever.

Zoom represents a collective choice, seemingly made by everyone, all at once. At RCRG, we turned to the software so we could keep supporting our clients, and keep operating as an organization. Others used it to access community services, and to stay in touch with family and friends. Overwhelmingly, when the pandemic kept us physically apart, our impulse was to find a new way to connect. In choosing Zoom, we chose community over isolation. We affirmed that we're better together.

Straight to Video

RCRG has had a YouTube channel since 2010. Until this past year, however, it hadn't exactly been brimming with content, as evidenced by our upload history: we'd last posted a video on November 14, 2017.



We used to consider video something of a luxury, to be made only when time and resources allowed, which wasn't often. But the pandemic changed our thinking. Suddenly, community outreach could no longer happen in person. Clients and volunteers couldn't visit our office.

RCRG thrives when our staff members – the people behind the organization – are front and centre, and with the pandemic, they needed a new way to connect with Richmond residents. Video quickly moved from a luxury to a necessity.

Since April 2020, we've posted 50 videos on our YouTube channel. It began with a National Volunteer Week clip, for which every member of the RCRG team recorded a short smartphone message thanking our agency's volunteers. And it snowballed from there.

The Richmond Family & Friend Caregiver Hub has produced a variety of video content, from workshop recordings to a delightful video called "What Brings Us Joy," featuring staff from our Seniors Community Support Services describing the hobbies and activities that help them relax.

More recently, our Child Care Resource & Referral Centre launched a video series called "Play with Intention." Each entry highlights a fun early learning activity that parents and children can do at home.

We've also been working with a video production company, called Vancouver Television, who have filmed clips for the Richmond Christmas Fund and Volunteers Are Stars Awards.

We've always recognized the value of video as a communication tool, but the pandemic prompted us to fully explore its capabilities – and ours. We still have a lot to learn, but we're committed now. You won't have to wait three years between videos on our YouTube channel. In fact, by the time you finish reading this, a new one may have already been posted.

Community Partners

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



At RCRG, our work is made possible by a vast network of support. This past year, we turned to that network time and time again, seeking guidance and reassurance, requesting resources and expertise. As we navigated the pandemic, and modified our services to meet community needs, we did so in collaboration and partnership with others. As always, our accomplishments resulted from a unified effort, and we thank all those who contributed along the way.

That, of course, starts with our volunteers. In the past year, **212** of them generously shared their time and talent with us, logging **8,774** hours overall. From there, our support network extends to encompass an ever-growing list of donors and funders. Included among them are all three levels of government, whose financial contributions impact every area our organization, from the Richmond Christmas Fund to our Child Care Resource & Referral Centre.

The local business community has been equally important to our success. This past year, longtime supporters like the Richmond Auto Mall Association and TD Bank Group were joined by new funders like Herband and Coast2000 Terminals. Together, these and other caring companies helped broaden the reach of our programs and services, during a time when Richmond residents depended on them more than ever.

We'd also like to acknowledge the valuable partnerships at the heart of our Seniors Community Support Services. During the pandemic, we've worked tirelessly to keep older adults safe, healthy, and connected to their community. But we haven't worked alone. Our partners include the United Way of the Lower Mainland, Vancouver Coastal Health, Safeway – Seafair, and PriceSmart Foods. It's yet another example of our support network in action.

THANK YOU TO OUR MAJOR SUPPORTERS

Auto West Group • City of Richmond • Coast Capital Savings • Coast2000 Terminals
Gilmore & Courtyard Gardens • Government of Canada • Herband • Lower Mainland Christmas Bureau
Opacity Design Group • Pacific Gateway Hotel • Platinum Pro-Claim • PriceSmart Foods
Province of BC & Ministry of Children and Family Development • Richmond Auto Mall Association
Richmond News • Richmond RCMP • Rotary Club of Steveston • Rubina Hope for Kids • Safeway - Seafair
Sage Foundation • TD Bank Group • The Province Empty Stocking Fund • United Way of the Lower Mainland
Vancouver Coastal Health • Vancouver Foundation • YVR

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)
Shawn Badesha	Zinnia Johnston
Charmaine Ponnambalam	Jat Puri
Rebecca Swaim	Ray Wang
Lisa Wong	Melissa Zhang

STAFF TEAM

Emmett Chan	Katey Chan
Carol Dickson	Ed Gavsie
Frances Ho	Josephine Ho
Ellen Huang	Sydney Kuo
Edmond Lam	Caitlin Lamb
Yvette Li	Karen Lim
Ryan Luetzen	Pamela Lui
Ravina Narsaiya	Candy Ng
Jocelyn Wong	Margaret Wong
Sophie Wu	



A Hub for Volunteering & Giving



Richmond Cares, Richmond Gives

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Charitable Registration # 11911 9055 RR0001