



2018-19  
**Annual  
Report**



City of  
Richmond

Malcolm D. Brodie  
Mayor

6911 No. 3 Road  
Richmond, BC V6Y 2C1  
Telephone: 604-276-4123  
Fax No: 604-276-4332  
[www.richmond.ca](http://www.richmond.ca)

***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.

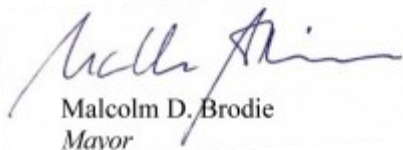
Working together, the City, key community partners such as *RCRG* and individual volunteers have made Richmond an international benchmark community for liveability and build our volunteer capacity.

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



# MESSAGES FROM THE CHAIR AND PRESIDENT & CEO



When you first hear the word evergreen, what comes to mind? Probably a forest, of the kind the West Coast is known for. It evokes a sense of place. More than that, though, evergreen is a quality: something that remains relevant, meaningful, and valued over time.

We think the work we do at Richmond Cares, Richmond Gives (RCRG) has that quality, and so **Evergreen** is the perfect theme for our annual report.

As our community grows, becoming more diverse and more complex by the day, RCRG's core mission of bringing people and services together has never been more important. Just look at our **Information & Volunteer Centre**, which, every year, connects thousands of Richmond residents with community resources and rewarding volunteer opportunities. Our **Leadership Richmond** program, meanwhile, helps renew and revitalize the local non-profit sector, by preparing youth volunteers to become the next generation of community leaders, and supporting businesses as they develop and implement community engagement initiatives.

In our **Neighbourhood Small Grants** program, we provide funding so Richmond residents can complete community projects that foster long-term connections between neighbours. And for nearly 30 years, our **Child Care Resource & Referral Centre** has been a vital source of information and support for parents and child care providers alike.

We've run the **Richmond Christmas Fund** since 2001, but the program itself dates back to the 1930s. We're proud of the Christmas Fund's legacy, and prouder still that the program continues to inspire so much generosity throughout the community. Finally, as Richmond's population gets older, RCRG's **Seniors Community Support Services** play an increasingly vital role. From transportation and friendly visiting, to grocery shopping and light housekeeping, these services help keep seniors healthy and independent. They truly never get old.

RCRG has always adapted and changed with the times. But we've also remained committed to our mission and our ideals. We'll always be a **Hub for Volunteering and Giving**, just as we'll always strive to deliver innovative, responsive services for children, youth, families, and seniors. It's who we are. It's what we do. **RCRG is evergreen.**

## **Pat Watson, Chair**

It's hard to believe that my eight-month temporary assignment leading the RCRG team has now reached over four years. It would have been impossible for me to do successfully without the support and guidance of several people. One stands out above the rest.

Pat Watson has been RCRG Board Chair for my entire tenure here. As she completes her second two-year term and steps aside as Chair, I want to recognize her wisdom, leadership, and strong commitment. Without all those traits, which Pat possesses in large quantity, neither RCRG nor I would be where we are today.

We will all miss her at the Board and committee tables.

## **Ed Gavsie, President & CEO**



# INFORMATION & VOLUNTEER CENTRE



BECAUSE WE'RE HERE...RICHMOND RESIDENTS ARE CONNECTED TO THEIR COMMUNITY.

It's an enriching experience to be involved and engaged in community life. For nearly five decades, RCRG's **Information & Volunteer Centre** has been bringing people and community together.

Over the years, Richmond's network of community services has expanded considerably. Our role is to gather information on those services, organize it, and make it available to the public. Every day, whether in-person, over the phone, or via e-mail, we help clients access resources that will improve their quality of life. In addition, our website is home to Richmond's largest Community Services Directory and a growing Community Events Calendar.

As Richmond's volunteer centre, we connect people of all ages and backgrounds with opportunities to support their community and the causes they care about. Through our online Volunteer Now database and personalized Volunteer Match service, we make it easy for Richmond residents to find rewarding volunteer roles, where they can have a meaningful, lasting impact.



## KEY STATS

- ◆ Volunteer Now, our online volunteer opportunities database, was viewed **18,637** times, and **303** volunteer applications were submitted.
- ◆ Our online Community Services Directory received **4,723** pageviews, while our Community Events Calendar was viewed **4,246** times.
- ◆ Our Volunteer Advisors contributed over **100** hours, helping more than **60** clients find suitable volunteer roles.
- ◆ Whether in-person, over the phone, or via e-mail, we provided referrals to **1,118** people seeking information on community resources.
- ◆ In partnership with the Richmond News, we published the 2018-19 edition of the Richmond Seniors Directory, distributing **15,000** copies throughout the community.



# PROGRAM HIGHLIGHTS

- ◆ For the second year in a row, RCRG brought Community In Motion to Garry Point Park. Designed to combine community engagement and physical activity, the event attracted hundreds of walkers, runners, and bikers, who completed set routes around Garry Point and along the West Dyke Trail. Parents with kids, meanwhile, took part in the Richmond Early Years fair, a new addition to Community In Motion that featured a variety of fun, interactive, educational activities. Many more people stopped by to browse the information booths set up by over a dozen non-profit organizations and community groups. It was a day where the whole family could get active and discover new ways to connect with their community.
- ◆ Another sellout event, another wonderful evening with the stars of our community! Volunteers Are Stars, once again generously hosted by Pacific Gateway Hotel, was a roaring success for the second straight year. With 34 nominations and over 250 attendees, the event brought people together to celebrate volunteerism in Richmond. We gave out eight awards in total – recognizing outstanding individual and youth volunteers, as well as volunteer groups. A longtime volunteer, John Watson, received the evening's final award – the Star of Richmond – in honour of his leadership and lasting contributions to the community.
- ◆ Each April, during National Volunteer Week, the entire RCRG staff team signs handmade thank you cards to express our appreciation for our 400+ volunteers. You may ask, handmade cards? Who creates them? The answer is our volunteer Scrappy Do-Gooders, and in the past year, it all came down to one card-maker extraordinaire, Abe Wai! Since joining RCRG in 2016, Abe has produced more than 400 beautiful cards! She creates various designs and uses different materials and colours, so that every card is unique. Considering how much time and effort she devotes to her craft, we weren't surprised—though we were delighted—when Abe told us that she's already started making cards for National Volunteer Week 2020. We can't wait to see them!



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

# LEADERSHIP RICHMOND



## BECAUSE WE'RE HERE...RICHMOND'S VOLUNTARY SECTOR IS STRONGER THAN EVER.

A community's long-term health depends on a process of constant renewal, whereby those with an interest in community service are encouraged and empowered to grow into leadership roles. At RCRG, we facilitate this process through our **Leadership Richmond** program.

The first component of the program is **Youth Now**, which gives young adults between the ages of 18 and 25 an opportunity to serve a yearlong term as a non-profit board member. To date, more than 120 young leaders have completed Youth Now, and many of them continue to be involved in the local non-profit sector.

The second component is **Richmond Caring Companies**. Here, we help businesses develop community engagement strategies, so they can better support causes that matter to them and their employees.

Finally, through **Community**, we build capacity in the voluntary sector by providing specialized training to non-profit professionals, covering everything from volunteer management, to board governance, to fundraising.

## KEY STATS

- ◆ **5** youth leaders and **5** non-profit organizations participated in the 2018-19 Leadership Richmond—Youth Now program.
- ◆ **22** 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 **23** participants completed the course.
- ◆ In June, over **40** volunteers from **9** local businesses joined us at The Sharing Farm for the 7th Annual Day of Caring.
- ◆ Held in partnership with Trinity Western University, our two summer Lunch and Learn Workshops attracted **43** non-profit professionals from over a dozen organizations.



# PROGRAM HIGHLIGHTS



- ◆ The 2018-19 edition of Youth Now marked the program's 14th year. We're proud that, nearly a decade and a half on, young leaders and participating non-profit organizations continue to find value in the program, as evidenced by these testimonials from the most recent cohort:

*"Youth Now has given me the knowledge, experience, and confidence to truly understand the difference I can make in our community as a youth citizen."* **Gurleen Aujla, Youth Now Graduate**

*"A great program that brings a young voice to the work of non-profit boards. Workshops are well organized and relevant to the role of board members."* **Lola Merenda, Board Mentor of Richmond Food Bank Society**

- ◆ In summer 2018, we presented two successful Lunch and Learn Workshops. Our partner, Trinity Western University – Richmond, hosted the workshops and provided speakers who brought field knowledge to the topics we introduced: **Transforming Workplace Conflict for Non-Profit Leaders** and **Utilizing New Media to Share Your Organization's Story**. In all, 43 non-profit professionals took part.

- ◆ Our Volunteer Management Training Series continues to be a popular course for non-profit professionals who wish to learn the basics and best practices for engaging volunteers. Some of the most recent graduates from the series shared their experiences:

*"This has been amazing, and I am even more excited about my new profession. Every Thursday morning, I was able to share new knowledge and implement some new things."*

*"It was great to meet others & learn from their experience as well. I felt that this course was great for providing the building blocks of volunteer management."*



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





# NEIGHBOURHOOD SMALL GRANTS

BECAUSE WE'RE HERE...SMALL COMMUNITY PROJECTS ARE HAVING A BIG IMPACT.

A community's character comes from its neighbourhoods, each of which has a distinct identity. In turn, a neighbourhood's unique qualities endure because of the people living there and the interests, values, and goals they have in common.

In our **Neighbourhood Small Grants** program, which we offer in partnership with the Vancouver Foundation, we help ensure that neighbours never lose their shared sense of place and purpose. Each year, we award grants of up to \$500 to Richmond residents so they can complete community projects. These range from cultural celebrations to urban gardens to art exhibitions, and quite literally everything in between.

While wonderfully diverse, the projects all have the same intent: to break down barriers between neighbours and create connections that will lead to more vibrant, and more inclusive, neighbourhoods.

Clearly, when it comes to building community, a small grant can go a very long way.



## KEY STATS

- ◆ In 2018, our Neighbourhood Small Grants program awarded **\$15,145** in support of **33** community projects.
- ◆ **18** of the projects were led by first-time applicants, while the remaining **15** were organized by residents who had previously received a Neighbourhood Small Grant, including **3** who had successfully applied for funding each of the past four years.
- ◆ **16** grant recipients were born outside Canada.
- ◆ **11** of the funded projects were block parties, with others focusing on neighbourhood safety, cultural activities, community conversations, and more.
- ◆ **9** volunteers on the Resident Advisory Committee evaluated applications and supported project leaders, contributing **810** hours overall.



# PROGRAM HIGHLIGHTS



- ◆ One of the strengths of the Neighbourhood Small Grants program is its ability to build bridges between people of different cultural backgrounds, different ages, and, in the case of the **Home Is...** project, different socioeconomic statuses. Working with a local artist, Richmond community members who had experienced poverty, housing instability, and homelessness used disposable cameras to document their living situations. They then wrote snippets of text to provide further insight into their photos and the thought process behind them. To display their artwork, the group built a house-shaped structure, hanging their photos around the sides to serve as walls. At a public event featuring drama, music, poetry, and storytelling, Richmond residents were invited not only to view the art installation, but step inside it, to gain a sense of what it's like to live in ephemeral and unstable housing.
- ◆ The Neighbourhood Small Grants program also gives people an opportunity to bond around common interests and hobbies, and to use these pursuits as a way to positively impact the community. Take, for example, this past year's **Knit for Charity** project. A group of volunteers that runs free knitting workshops at the Richmond Public Library wanted to get more people involved. Their first step was to apply for a grant, which they used to purchase equipment and materials so workshop participants wouldn't have to pay themselves. With this financial barrier removed, the group grew in size and, using the newly-purchased materials, began making hats, scarves, and mittens for local charities, including the Richmond Cancer Clinic and BC Children's Hospital. In all, 77 community members took part in the project, and over 200 handmade items were donated to worthy causes.
- ◆ One of our favourite projects of 2018 can be visited any time at McKinney Elementary School. Last September, teachers and students there celebrated the opening of an **Indigenous Healing Garden**, designed to increase the public's awareness of native plants and their edible uses and healing properties, as discovered by our area's First Peoples. At the opening, Coast Salish Elder Roberta Price performed a special song and blessing for the garden.



*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.

Early childhood education is always evolving, as new teaching methods are developed and best practices refined. But some things don't change. To grow and thrive, children need to feel safe and loved. They need opportunities to play and explore. In short, they need to be supported, and so do the people who care for them.

Our **Child Care Resource & Referral Centre** (CCRR) has been serving Richmond parents and child care providers for nearly 30 years. For parents, the CCRR offers a free child care referral service, so they can learn about different child care options and select one that's right for their family. The CCRR also runs a variety of drop-in programs, where children take part in fun, educational activities while their parents get information on community resources.

For child care providers, the CCRR hosts a wide range of training opportunities, from short workshops highlighting new activity ideas, to in-depth courses drawing on the latest research in early childhood development.

Finally, the CCRR maintains Richmond's largest Early Learning Library, featuring theme boxes, activity kits, and more.

## KEY STATS

- ◆ **825** parents searching for child care requested **3,565** caregiver referrals.
- ◆ CCRR staff provided **5,237** face-to-face consultations, **10%** of which were conducted in Chinese.
- ◆ During these interactions, an additional **8,812** community referrals were given to families, ECE students, service providers, and caregivers.
- ◆ Resources were borrowed **727** times from the Community Resource Library, a service for parents that's unique to the Richmond CCRR.
- ◆ **768** participants attended **31** professional development workshops and courses hosted by the CCRR.



# PROGRAM HIGHLIGHTS



- ◆ In September 2018, the provincial government replaced BC Child Care Subsidy with the Affordable Child Care Benefit (ACCB) program. The new program became more accessible for families by increasing the income threshold and raising funding overall; however, it also included notable changes to the application and approval process. To assist with the transition, the CCRR provided information sessions at community groups to teach parents about the changes. In-office client interactions evolved as staff assisted parents through the entirety of the application process, providing technological support and translation services as required. Over the course of the year, staff made it a priority to engage with clients, resulting in an 80% increase in time spent during face-to-face interactions. Overall, ACCB assistance was provided to 832 families, including the 251 families who attended one of our 12 group Information Sessions.
- ◆ The summertime parent participation program 'Junior Detectives' was introduced in July as replacement for the previous Duck, Duck, Goose playgroup. This new science-based program, funded through Success by 6, allowed children ages 2-5 to investigate and explore the world around them through activities such as science experiments and cooking explorations. While parents assisted their children in the activities, children were also encouraged to practice their autonomy and provoke learning in a safe environment. The program helps parents and children build confidence and promotes growing positive relationships.
- ◆ One of our highlights this year came via our Training Centre, which provides professional development training for Early Childhood Educators through a variety of workshops and courses. In the three-part workshop series "Really Seeing Children," participants were able to receive 8 hours of professional development. The series showcased various learning environments, allowing participants to explore real-life settings, including a kindergarten classroom, StrongStart room, and 'The Studio.' The series was made possible through a City of Richmond Professional Development Grant and was presented by Marie Thom and Angela Yodogawa.



*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.*





# RICHMOND CHRISTMAS FUND



Richmond  
Christmas  
Fund

BECAUSE WE'RE HERE...EVERYONE CAN SHARE IN THE HOLIDAY SPIRIT.

The **Richmond Christmas Fund** is the only RCRG program older than the organization itself. In one form or another, the Christmas Fund has been part of our community for nearly 90 years, which speaks to the timeless quality of its central goal: to brighten the holidays for families in need.

Each year, with support from hundreds of volunteers and donors, we distribute well over 2,000 grocery vouchers to Richmond residents who otherwise couldn't afford a festive holiday meal. We also give out toys, books, sports equipment, and gift cards to children and teenagers.

The Christmas Fund is a non-religious, non-discriminatory program, open to anyone who needs a helping hand during the holidays. Among our clients are seniors, refugees, single-parent families, the homeless, and people struggling to get by due to an illness, injury, or unexpected job loss. Underpinning the program is the simple but powerful idea that community is like family. The Christmas Fund is a reminder that we're all in this together.



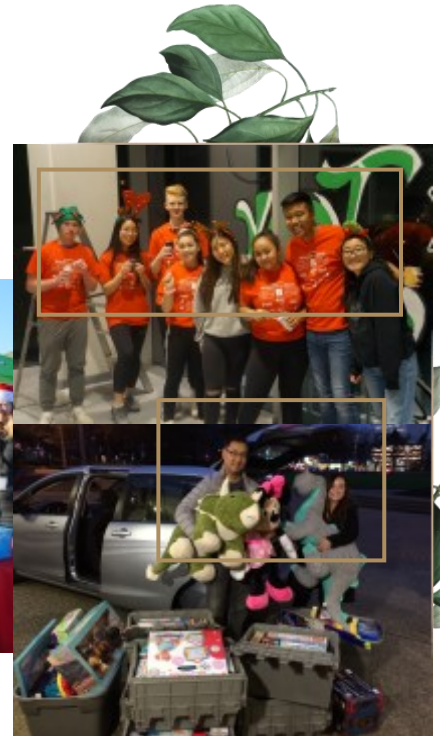
## KEY STATS

- ◆ In 2018, the Richmond Christmas Fund helped more people than ever before, brightening the holidays for **2,394** low-income residents.
- ◆ Among those we helped were **795** children, **210** teenagers, and **342** seniors—all record highs.
- ◆ In total, we distributed **2,140** grocery vouchers and more than **8,000** toys.
- ◆ Over **140** volunteers contributed more than **2,000** hours, offering essential and invaluable support during registration, in the Toy Room, at our Lansdowne Centre gift wrap booth, and during special events.
- ◆ Over **260** individuals and businesses generously supported the Christmas Fund with toy, monetary, and in-kind donations.

# PROGRAM HIGHLIGHTS



- ◆ The inaugural edition of A Not So Silent Night was a resounding success! Organized by the Richmond Christmas Fund Army, sponsored by TD Bank and Pacific Gateway Hotel, hosted by Audi Richmond, and attended by over 300 community members, the event exceeded all expectations for a first-time fundraiser. In fact, it raised more money than any event in Christmas Fund history, generating nearly \$65,000. Our thanks go to the sponsors, donors, guests, and volunteers that came together to make it happen. It was an evening we'll never forget!
- ◆ From a new event, to one well into its second decade, Windows of Hope celebrated its 15th year in 2018. Presented by the Richmond Auto Mall Association, the event continues to be a significant fundraiser for the Christmas Fund, in addition to being the longest-running. This past year, it broke another record, raising over \$36,000. Once again, Richmond Acura generously hosted the event, which featured more than 250 volunteers who, over the course of one night, transformed 23 large windows throughout the Auto Mall with festive holiday paintings.
- ◆ Three important and interconnected summertime events kicked off the Christmas Fund fundraising season: Steveston Wine Fest, in June; the first ever Steveston Ciders & Sours Fest, in July; and Steveston Beer Fest, in August. Organized by Grant and Erinn Byran, of O'Hare's GastroPub, these sold out events served as a showcase for local and international food and drink. But the best part? Together, they raised over \$15,000 for the Christmas Fund, and helped introduce the program to hundreds of new supporters.



*The Richmond Christmas Fund is supported primarily by donations from the community, with additional funding from the Government of British Columbia.*

# SENIORS COMMUNITY SUPPORT SERVICES



BECAUSE WE'RE HERE...SENIORS STAY INDEPENDENT LONGER.

Age should never prevent someone from participating fully in all aspects of their community. Older adults deserve every opportunity to explore their interests, expand their social networks, and lead active, fulfilling lives.

RCRG's **Seniors Community Support Services** help make these things possible. For starters, we offer a free Information & Referral service, where trained volunteers help seniors access community resources, apply for government programs, and even file their taxes. We also run a Senior Peer Counselling program, in which volunteer Counsellors—all seniors themselves—provide support to older adults in emotional distress.

Our Grocery Shopping service is used by hundreds of seniors who are unable to shop for themselves. Clients place orders over the phone, volunteers do the shopping, and the groceries are delivered straight to the client's home.

Meanwhile, through our Richmond Better at Home program, we provide Transportation, Friendly Visiting, and Light Housekeeping services, which help further promote healthy, active aging.

## KEY STATS

- ◆ Volunteers and seniors completed **410** Group Shopping trips together, which were followed on each occasion by a social meal.
- ◆ **14** Senior Peer Counsellors provided free and confidential emotional support to **25** older adults.
- ◆ The Richmond Better at Home Transportation program arranged **2,554** rides for **168** clients, bringing them to both medical and non-medical appointments.
- ◆ **198** seniors used our Better at Home Light Housekeeping service, scheduling a combined total of **1,873** appointments.





# PROGRAM HIGHLIGHTS



- ◆ Of course, all RCRG volunteers are stars! However, this year, our volunteer drivers won the Constellation Award at Volunteers Are Stars for their outstanding contribution to the health and wellbeing of Richmond seniors. Clients and volunteers agree that the service is invaluable, and were happy to share how they have benefitted from participating.

One client, Norrie, reports, "I don't drive anymore, and I had my eyes operated on, and I didn't know what to do because I had no car and can't drive. My daughter researched Better at Home, and it has been great for me. I'm able to get out to my doctor appointments, and hairdresser every Tuesday. It's given me an outing that I never would've had before. It was hard for me because I'm a single and retired person. It was difficult to make the decision of getting someone to drive me, but I'm really glad I did. I referred it to many other people too!"

Another client, Virginia, says, "You guys help me remain independent by getting me around to where I have to go. Otherwise I'd be stuck here!"

Don, who is both a volunteer driver for Richmond Better at Home and a grocery delivery volunteer, says, "I think we provide a worthwhile service to seniors. Many people can't get out to buy their groceries and we help them stay independent in their own places.

"As well, after a sometimes difficult medical appointment, we are someone for them to talk to, as much or as little as they wish. I have driven people home who have just been told they have cancer. We talk to people and learn about their health, their families, their hobbies, and so on. Even people to whom we deliver groceries we learn a little bit about each week, and over time, learn enough to talk to them about what is occurring in their lives."

We can say with pride that our Transportation service helps create a more inclusive community for seniors.



*Our Seniors Community Support Services receive funding from Vancouver Coastal Health, the Government of British Columbia, the Government of Canada's New Horizons for Seniors Program, and the Gilmore Gardens & Courtyard Gardens Community Fund.*



# A PROVINCIAL VOLUNTEER RECRUITMENT TOOL

SHARING OUR VOLUNTEER NOW SOFTWARE WITH OTHER BC VOLUNTEER CENTRES



We never intended to get into the software development business. And yet, as of this writing, no fewer than three volunteer centres, along with Volunteer BC, are using RCRG's custom-built **Volunteer Now** database. How, exactly, did that happen?

Considerable credit goes to Volunteer Canada, who, this past year, launched the Pan-Canadian Volunteer Matching Platform, which aggregates volunteer opportunities from across the country. The platform pulls data from local volunteer centres, and RCRG's Volunteer Now database was one of the first in BC to get connected.

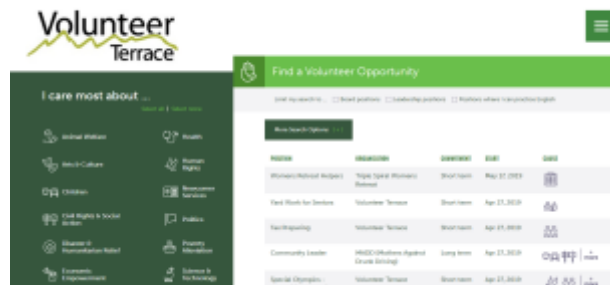
Volunteer Canada provided funding to set up the connection, and offered to do the same for other volunteer centres. They could either use their current volunteer recruitment software, or take the opportunity to switch to something new. Many of them had heard about Volunteer Now through Volunteer BC, and wanted to know whether our database was available commercially.

At that point, the answer was no. In fact, we'd never even considered the idea. Working with our web developer, Opacity Design Group, we'd built Volunteer Now as part of the larger RCRG website. It was meant to make it easier to find and apply for volunteer opportunities in Richmond. We began wondering, though: why couldn't it do the same elsewhere?

Opacity told us they could easily separate Volunteer Now from our website, and turn it into a standalone product. This way, any volunteer centre in any BC community could use the software. It would be as simple as setting up a new database and populating it with local volunteer positions. Each time this happened, Volunteer Canada would cover the cost.

And so we went ahead. Community Volunteer Connections, in Coquitlam, was the first to start using Volunteer Now. They were followed by NexusBC Community Resource Centre, in Vernon, and Volunteer Terrace. Volunteer BC, meanwhile, is using the software to run a provincial volunteer opportunities database.

Clearly, we're closing in on Apple and Google for tech supremacy. Well, maybe we wouldn't go that far, but we have to admit: it's pretty cool to think that, when somebody applies for a volunteer position in Vernon or Terrace, our software helped make it possible. We're proud of the small role we can play in building volunteer capacity throughout the province.



# DEPARTURES AND ARRIVALS

THE RCRG TEAM IS EVER-CHANGING, BUT IT ALWAYS FEELS LIKE FAMILY

This past year saw no fewer than nine staff changes at RCRG. And while we bid farewell to some truly amazing people, we also welcomed a new group of passionate, dedicated team members. Those who left, and those who joined us, are forever part of the RCRG family.

Our Child Care Resource & Referral Centre (CCRR) experienced the greatest change. CCRR Manager **Marcia MacKenzie** and Outreach Coordinator **Roseanne Law** both retired, closing the book on two remarkable careers spent supporting and strengthening the local child care community. A second Outreach Coordinator, **Anita Wong**, moved with her family to Toronto. Anita's love of early childhood education was reflected in her work, and her impact on Richmond children, parents, and child care providers will no doubt be long-lasting.

The CCRR subsequently welcomed two new Outreach Coordinators: **Ellen Huang** and **Summer Zheng**. If first impressions are anything to go by, both Ellen and Summer will be valuable additions to the CCRR and its ongoing effort to promote safe, nurturing, quality child care. Also joining the CCRR, on a part-time basis, is **Susan Garcia Wong**. Susan's considerable experience in the ECE field will serve her well as she takes on the role of Training & Development Coordinator, in which she'll plan the CCRR's extensive professional development schedule.

Elsewhere at the agency, longtime RCRG volunteer **Katey Chan** was hired as our new Finance/Administrative Assistant, filling the massive shoes of **Laurie Scheuerman**, who retired after more than 25 years with the organization. Not only has Katey excelled in her new role, she's also continued her old one, volunteering every Tuesday morning to take seniors' grocery orders over the phone.

Last but not miles from least is **Frances Ho**, who stepped into the complex and challenging role of Coordinator of our Richmond Better at Home program. Frances leads a team of staff and volunteers who, collectively, help ensure that hundreds of local seniors have timely access to transportation, friendly visiting, and light housekeeping services. The sheer volume of clients means the program has to run like clockwork. Frances has been more than up to the task.

And while she's not a staff member, we absolutely must acknowledge **Pat Watson**, RCRG's outgoing Chair. Since 2015, she has not only led our organization, but been its chief advocate in the community. She cares deeply about our work, and more importantly, believes in the people behind it. For her endless support, for her tireless leadership, for her boundless generosity, we have the utmost gratitude and appreciation. We wish Pat nothing but the best in the future, and have every confidence that our incoming Chair, **Richard Vetter**, will have just as significant an impact.





# COMMUNITY PARTNERS

BECAUSE THEY'RE HERE...WE'RE ABLE TO DO WHAT WE DO.

If there's one thing that defines the non-profit sector, it's collaboration. It's also the sector's major strength. No organization can achieve its mission acting alone. Meaningful community impact is always a group effort, the result of organizations working together with volunteers, donors, and partners to realize a common goal.

We've made the case throughout this annual report that RCRG is evergreen. But the ongoing relevance of our programs and services goes beyond their intrinsic value. Our work is sustainable, above all, because of the support we receive from the community. RCRG has always been, and will always remain, a collaboration with groups and individuals who, like us, are committed to making Richmond the best possible place to live, work, and play.

There isn't space to mention all of them here, nor are there words to fully convey our gratitude. So we'll simply say to our 400+ volunteers: thank you for so generously giving 18,783 hours of your time over the past year. To our donors: thank you for every dollar you contributed; we promise that each one made a difference. And to our partners: thank you for joining us in creating a stronger, healthier, more inclusive community.

After 47 years serving Richmond, we're as passionate as ever about our work. It's an incredible feeling to know that so many others share that passion. We're grateful that they're part of our journey, and we're honoured to be part of theirs.

## THANK YOU TO OUR MAJOR SUPPORTERS

CITY OF RICHMOND • COAST CAPITAL SAVINGS • GILMORE GARDENS & 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 • PRICESMART FOODS • PROVINCE OF BRITISH COLUMBIA

PROVINCE OF BRITISH COLUMBIA, MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

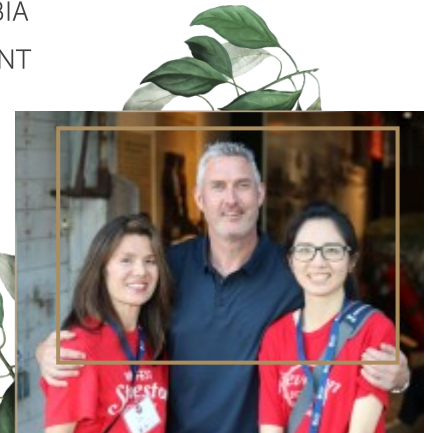
RICHMOND AUTO MALL ASSOCIATION • RICHMOND CENTRE

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VANCITY • VANCOUVER COASTAL HEALTH—RICHMOND HEALTH SERVICES

VANCOUVER FOUNDATION



# WHO WE ARE

MEET THE PEOPLE BEHIND THE ORGANIZATION

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RICHARD VETTER (VICE CHAIR)

CHRISTINE CAMPBELL (TREASURER)

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