

SHOWING UP FOR OUR COMMUNITY



2022-23
Annual Report





City of
Richmond

Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:



On behalf of City Council and the residents of Richmond, 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.

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.


Malcolm D. Brodie
Mayor

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MESSAGE FROM THE CHAIR AND PRESIDENT & CEO



Last year, Richmond Cares, Richmond Gives celebrated its 50th anniversary. The milestone formed the basis of our Annual Report, giving us a chance to share highlights and achievements not only from the past 12 months, but from all five decades of our organization's history.

Following that up is a daunting task. After all, not every year can be a milestone. Special occasions are supposed to be rare. That's what gives them meaning. And so, we'll say up front that, at RCRG, 2022-23 was an ordinary year.

It was ordinary in that, every day, our staff, volunteers, and board members acted with passion and purpose to build a stronger, healthier, more inclusive community.

Through our **Information & Volunteer Centre**, we connected hundreds of residents with community resources, and hundreds more with rewarding volunteer opportunities.

In our **Leadership Richmond** program, we continued providing non-profit professionals with high quality training courses, and began developing a new initiative for promoting youth community engagement.

Through our **Neighbourhood Small Grants** program, we funded dozens of community projects, which helped bring residents together in fun, creative ways.

Our **Child Care Resource & Referral Centre**, as always, served as a central hub in Richmond's vibrant child care community, offering everything from child care referrals, to interactive playgroups, to workshops for early childhood educators.

The **Richmond Christmas Fund's** 90th holiday season was also one of its busiest, as we returned to in-person registration and helped over 2,800 of our neighbours in need.

Finally, our **Seniors Community Support Services** were once again vital in keeping older adults healthy, independent, and socially connected.

At RCRG, there's profound impact in the ordinary. Milestones matter, of course, but we make a difference by **Showing Up for Our Community**, day in and day out. This year's Annual Report is about the steady, persistent work that forms the foundation of our success.

Rick Duff | Chair

Ed Gavsie | President & CEO

INFORMATION & VOLUNTEER CENTRE

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

Through our **Information & Volunteer Centre**, we act as a navigator, showing up for residents who want to connect and engage with their community.

Our staff and volunteers are experts on Richmond's vast network of community services, and regularly help people access programs and resources that will enhance their quality of life. There's also our website, where we maintain a comprehensive Community Services Directory and a detailed Events Calendar, giving residents a chance to explore their community whenever they want.

As Richmond's volunteer centre, we connect people of all ages and backgrounds with fun, rewarding volunteer opportunities. Sometimes, we help individuals find roles uniquely suited to their skills, interests, and availability. Other times, we give presentations to large groups, like high school students, letting them know how they can get involved in their community. And at any time, people can visit our website to browse Volunteer Now, an online database featuring positions from dozens of local non-profit organizations.

KEY STATS

- Volunteer Now, our online volunteer opportunities database, was viewed **23,312 times**.
- The database software – custom-built by RCRG – is now used by **7 volunteer centres** across BC, including, most recently, Volunteer Burnaby.
- Our online Community Services Directory received **4,217 pageviews**.
- **183 listings** were shared on our Events Calendar, which recorded **3,134 pageviews**.
- Together with the Richmond News, we published and distributed **12,000 copies** of the 2022-23 Richmond Seniors Directory.

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



PROGRAM HIGHLIGHTS

- On April 19, 2023, the Sheraton Vancouver Airport Hotel played host to the Volunteers Are Stars Awards, marking the first time in three years the event had been held in person. Throughout the evening, we celebrated Richmond's best and brightest volunteers, recognizing 31 nominees across four categories, and naming one winner in each. The event also featured an interactive art project, where guests each wrote the word "Volunteer" across a canvas, transforming it into a colourful piece of graffiti. Being back in person helped show that Richmond's volunteer spirit shines brighter when we celebrate together.
- This past April, during National Volunteer Week, we continued a longstanding tradition. To show our appreciation for the many volunteers who support our work, we mailed each of them a handmade thank you card, which themselves were created by our volunteer team of Scrappy Do Gooders. The cards contained messages from staff, as well as a small token of our gratitude: a sticker with the phrase, "Volunteering is a work of heart."
- In August, as summer drew to a close, we bid farewell to Sydney Kuo, the longtime Manager of our Information & Volunteer Centre, who was moving on to a new opportunity with the BC SPCA. It would take someone special to fill Sydney's shoes, and in Jennifer DeWolff, we found that person. Jennifer joined our team in October, and has already had a significant impact, whether by promoting volunteerism during high school presentations, assisting our member organizations with volunteer recruitment, or helping to organize the 2023 Volunteers Are Stars Awards.



LEADERSHIP RICHMOND

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

At RCRG, one of the ways we show up for our community is by supporting Richmond's non-profit sector. This work, which we call "building capacity," helps ensure that community organizations have the skills, resources, and systems in place to deliver responsive and sustainable programs and services. Our primary outlet for building capacity is **Leadership Richmond**, a constantly evolving program that, today, includes three modules.

The first is **Community**, through which we offer workshops and courses for non-profit professionals, including our popular Volunteer Management Training Series. Next, there's **Richmond Caring Companies**, where we help local businesses develop employer-supported volunteer programs and other workplace giving initiatives. Finally, to encourage youth community engagement, we're preparing to launch a new module, called **Community Accelerator**, which will give participants between the ages of 15 and 25 an opportunity to gain employment skills, grow their professional networks, and devise novel solutions for addressing unmet community needs.

KEY STATS

- Through our partnership with Stenberg College, **35 students** in the school's Therapeutic Recreation Assistant program completed our Volunteer Management Training Series.
- This past summer, we held a virtual workshop on Indigenous Cultural Safety, presented by Brodie Douglas, a Citizen of the Métis Nation. The **20 participants** included RCRG staff members, board members, and community partners.
- In November, we hosted a hybrid workshop for **14 non-profit professionals**, called Building Your Positive Mental Fitness. The session was led by author, coach, and TEDx speaker Rick Thomas.

Community Accelerator is funded by the RBC Foundation.



PROGRAM HIGHLIGHT

In 2022, after 17 years, we decided to end Leadership Richmond's flagship module, Youth Now, which had given young adults an opportunity to develop their leadership skills while serving on a non-profit board of directors. With dwindling participation, we knew it was time for a change. We needed to find a new way to encourage and support youth community engagement.

For inspiration, we looked to the business world, and specifically, the idea of startup accelerators, which provide young entrepreneurs with access to mentoring, expertise, and networking opportunities, so they can launch successful companies. What if we did something similar for young community leaders?

We started with a name: Community Accelerator. Then, we filled in the details. In annual cohorts, youth volunteers would participate in a series of workshops, where they'd develop a variety of professional skills and competencies, from public speaking to financial literacy. Using what they learned, they'd receive support in designing novel solutions for unmet community needs. Each participant would then have a chance to pitch their idea to a group of non-profit leaders, who would offer feedback, advice, and potentially even support in bringing the idea to life.

We're excited to say that, thanks to an RBC Future Launch grant, Community Accelerator will begin its first cohort this fall, carrying on the legacy of Youth Now, while charting a bold new chapter for Leadership Richmond.



NEIGHBOURHOOD SMALL GRANTS

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

In our **Neighbourhood Small Grants** program, we help community members show up for each other.

The premise is simple. If a Richmond resident has an idea for a community project – something that's fun, creative, and inclusive – they can apply for up to \$500, to make their idea a reality.

Over the years, we've funded everything from Indigenous healing gardens to photography workshops to pickleball tournaments. Along the way, we've also introduced different types of grants, including one focused on youth and another on environmental and social wellbeing.

Amid the diverse projects and distinct funding streams, the program has a single goal: to create connections between neighbours. It's about providing residents with the resources, guidance, and encouragement to share their skills, talents, and passions with fellow community members. Every project is unique, but each one is a bridge, bringing neighbours closer together.

KEY STATS

- In the past year, we supported **48 community projects**, awarding grants with a combined value of **\$22,575**.
- In addition, we provided **\$5,600** in funding for **12 youth-led projects**.
- Of the projects we supported, **47%** were community events, **35%** involved the sharing of skills or resources, **7%** focused on gardening, **4%** were art installations, and **7%** were classified as "other."
- **62%** of last year's grant recipients had lived in Richmond for 10 years or more.

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



PROGRAM HIGHLIGHT

"Big things have small beginnings." That quote, from Lawrence of Arabia, could well apply to our Neighbourhood Small Grants (NSG) program, which, by providing funding for grassroots projects, empowers individuals to create meaningful, lasting connections with their neighbours and the wider Richmond community.

This year saw the return of in-person gatherings, with grant recipients sharing pictures and stories from their projects. Many of these same grant recipients ran virtual projects during the pandemic, and were excited to once again build connections face-to-face, rather than through a screen.

This year also saw the continued growth of the Youth-NSG funding stream. The ideas from youth leaders have been thoughtful and creative. Most of all, you can feel the passion coming from their projects. There are many to highlight, and you can read all about them on the NSG website.

One project that stood out, however, was the "Fearless Film Festival." The youth organizers took the initiative to read the Truth and Reconciliation Commission Calls to Action, and focused on point 66: for youth organizations to deliver programs on reconciliation.

In that spirit, they used their grant to organize a screening of the film *Beans*, so youth could learn more about the experiences of Indigenous women and girls. With the funding, they rented the film, sourced food from a local Indigenous restaurant, and hosted a gathering of fellow young people, where they watched the film and discussed its message.



**Neighbourhood
Small Grants
Richmond**



RICHMOND CHILD CARE RESOURCE & REFERRAL CENTRE

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

With a mission to promote safe, nurturing, quality child care, our **Child Care Resource & Referral Centre (CCRR)** enthusiastically shows up for both families and early learning professionals.

When it comes to finding child care, the CCRR offers a free referral service, providing parents with a list of options that match their child care needs. Families with young children can also attend one of the CCRR's many educational playgroups, or they can visit the CCRR website, which features a community calendar filled with kid-friendly activities.

For child care providers, the CCRR is a valuable source of information and support, hosting a variety of workshops and training courses, and helping small, home-based daycares maintain high health and safety standards.

Finally, the CCRR operates the Richmond Early Years Library, a small but vibrant community space with an extensive collection of books, felt stories, activity kits, and other early learning materials.

KEY STATS

- CCRR staff provided **4,131 child care referrals** to nearly **500 families** looking for child care.
- In addition to child care referrals, the CCRR provided **15,949 referrals** for community services.
- **484 participants** attended one of **22 professional development workshops and courses** hosted by the CCRR.
- The Richmond Early Years Library saw incredible growth this year, with **643 patrons** borrowing just under **3,000 resources**.
- CCRR staff assisted **315 families** with their BC Affordable Child Care Benefit applications.

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



PROGRAM HIGHLIGHT

This year, the CCRR found itself busier than ever, with families, providers, and community partners alike requiring services provided by our qualified and knowledgeable team.

With the launch of our new website, **richmondkids.ca**, in late 2021, the CCRR is better able to connect to the community and share information on early years services. The website now records over **10,000 pageviews** per month, allowing the CCRR to reach a much wider audience than ever before possible. For example, our popular **Community Calendar (~900 views/month)** shares information with families about free or low-cost children's events, playgroups, and drop-in programs throughout Richmond.

For families and child care providers who want to borrow toys, learning materials, and resources for use at home or at their centre, our Richmond Early Years Library (REYL) boasts over **2,000 materials** available for users to access at no cost. This past year, **683 new user accounts** were created to access the REYL and its wealth of resources.

At the beginning of 2022, the CCRR transitioned to a new referral database that allows us to provide even higher quality referrals through the use of responsive and personalized search methods. As part of this process, CCRR staff contacted each child care centre to collect and verify current information, taking the chance to offer outreach and re-connect after the pandemic. To follow up, staff went on site visits and supplied centres with early learning materials.

No matter the need, the CCRR remains the place to turn to for information and resources on child care.



RICHMOND CHRISTMAS FUND

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

At all times, it's important that we show up for our neighbours in need. That's especially true, however, during the holiday season. At RCRG, through our **Richmond Christmas Fund** program, we help ensure that everyone, regardless of income, can experience the magic of a holiday celebration.

Each year, working alongside a passionate team of volunteers, and supported by a generous group of donors, we provide grocery vouchers, toys, books, and gift cards to residents facing financial hardship.

Inclusivity is at the heart of the Christmas Fund, and we proudly serve people from all walks of life, no matter their religious affiliation, cultural background, gender identity, or other personal characteristics. This inclusive approach is reflected in the program's tagline: Community Is Like Family.

Last year, the Christmas Fund marked its 90th anniversary. The milestone speaks to the program's remarkable legacy and ongoing impact – all made possible by a caring, compassionate community.



KEY STATS

- During the 2022 holiday season, the Christmas Fund helped **2,835 Richmond residents**, a **22% increase** over the previous year.
- Among those who received support were **857 children**, **321 teenagers**, and **368 seniors**.
- Throughout the Christmas Fund season, we distributed approximately **8,600 toys**.
- In all, **80 volunteers** contributed **1,288 hours** to the program.
- **410 individuals and businesses** made monetary donations to the Christmas Fund, including **11 Angel Donors** who each gave **\$10,000 or more**.

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

PROGRAM HIGHLIGHTS

- Over the years, the Richmond RCMP Toy Drive has gotten so big that there are simply too many donations to count. With help from 505-Junk, however, the RCMP can now measure their success by **weighing** the toys! By that metric, the 2022 event, held November 19 at Lansdowne Centre, was one of the best yet, collecting 1.7 tons of toys, in addition to raising \$26,000.
- After taking place virtually the past two years, A Not So Silent Night, the Christmas Fund's signature fundraising event, made a triumphant return to the Richmond Auto Mall. Held December 7, at Porsche Centre Richmond, the gala reception and auction featured a delectable selection of food and drink, holiday-themed entertainment, and a variety of festive decorations that transformed the dealership into a winter wonderland. Organized entirely by a volunteer committee – with Christmas Fund all-star Wayne Duzita as Chair – the event was a Santa-sized success, raising over \$110,000.
- For the second year in a row, Superman came to Santa's rescue! Back in 2021, the Christmas Fund began receiving a series of online donations, each with a note that read, "Superman & Lois Cares." Some of the donors lived in Richmond, but the majority were from other communities in Greater Vancouver, and even as far away as Ontario. Curious, we reached out to one of them, and learned that the production team for Superman & Lois, a locally shot television series, had organized a fundraising campaign in support of the Christmas Fund. That first year, they donated nearly \$10,000. In 2022, the show got a second season, and the campaign got a sequel. This time, even more crew members participated, together raising \$12,850!



Richmond
Christmas
Fund



SENIORS COMMUNITY SUPPORT SERVICES

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

At RCRG, through our **Seniors Community Support Services**, we show up for older adults in practical, meaningful ways, helping them to stay healthy, independent, and connected to their community. To start, we offer a free, multi-lingual information & referral service, called Seniors Community Connections, in which trained volunteers help older adults and their families access community resources. Our Senior Peer Counselling service, meanwhile, supports older adults in emotional distress.

For seniors who have difficulty leaving their home, whether due to health or mobility issues, we offer a convenient, reliable Grocery Shopping and Delivery service. We also support independence through our Better at Home program, with services ranging from Transportation to Friendly Visiting to Light Housekeeping.

Finally, to assist the growing number of individuals who provide unpaid care to older adults, we operate the Richmond Family & Friend Caregiver Hub, which offers information, resources, and a wide selection of educational and recreational workshops.

KEY STATS

- Through our Better at Home Transportation service, volunteer drivers completed **310 rides**, bringing seniors to medical appointments and community activities.
- Elsewhere in our Better at Home program, Friendly Visitors met with seniors **1,011 times**, while older adults accessed our Light Housekeeping service **1,853 times**.
- Our Shopping programs at Safeway Seafair and PriceSmart Foods filled **6,129 grocery orders**.
- The Richmond Family & Friend Caregiver Hub held **215** educational and recreational workshops.

Major funding for our Seniors Community Support Services is provided by the Province of BC, the Government of Canada, Vancouver Coastal Health, TD Bank Group, and Gilmore & Courtyard Gardens.



PROGRAM HIGHLIGHT

It is hard to imagine what care for local seniors would be like without the support and devotion that family caregivers provide. The Canadian Centre for Caregiver Excellence reports that, each year, Canadians spend 5.7 billion unpaid hours caring for others. Many caregivers do so while also juggling work or other family obligations, and in some cases, their own health concerns.

The Richmond Family & Friend Caregiver Hub features a variety of services designed to promote the health and well-being of unpaid Richmond caregivers who support an older adult with higher needs. The Hub has helped enhance caregivers' skills, knowledge, and confidence, while also strengthening their social connections. All services are free of charge, and offered in English, Chinese, and Punjabi.

The program started over three years ago and has grown by leaps and bounds. 32 new members joined in the last fiscal year, and currently, there are 171 registered caregivers in the program. This year, the Hub opened a lending library, offering caregivers a quiet space to find much-needed resources. Another new addition to the Hub is a support group for male caregivers, held once a month at a local community centre.

Caregiving can take a toll on physical and emotional health, and caregivers often speak of feeling isolated. The Caregiver Hub provides an opportunity to meet other caregivers who share many of the same experiences. The group activities - workshops, field trips, seasonal celebrations - allow caregivers to learn from each other and feel less alone.



ALL TOGETHER NOW

Socially, economically, psychologically – the effects of the pandemic will be with us for some time. This past year, however, felt like a turning point. It finally felt as though the COVID-19 crisis, while not over, was further behind us than ahead of us.

At RCRG, the surest sign of a return to normal was the return of in-person events and program activities. This started in June, with our 50th Annual General Meeting. It was a small gathering, held at the Richmond Caring Place, but after two years of virtual AGMs, there was something special about celebrating a significant milestone alongside our members, volunteers, and supporters.

Flash forward to the holiday season, when, for the first time since the pandemic began, the Richmond Christmas Fund returned to same-day registration and distribution. This process – all of it in-person – allowed the program to operate on a larger scale, which was a major reason why we were able to help 2,835 of our neighbours in need – 514 more than the previous year.

After going virtual in 2020 and 2021, the Christmas Fund's signature fundraising event, A Not So Silent Night, also returned in-person, giving supporters a chance to mix, mingle, and bid on fabulous auction items in the newly opened – and festively decorated – Porsche Centre Richmond. The event's spectacular comeback was highlighted by an equally spectacular fundraising total: over \$110,000!

The new year brought new opportunities for in-person engagement. We once again began delivering presentations at local high schools, discussing the benefits of volunteering. We also got to participate in Lansdowne Centre's Lunar New Year celebration, another event making its post-pandemic return.

Then, this past April, at the Sheraton Vancouver Airport Hotel, we hosted the Volunteers Are Stars Awards. In the early days of COVID-19, it was the first event we had to cancel. The next two years, it happened virtually. Now, finally, it was back, and on that brilliant spring evening, the pandemic seemed like a distant memory.





THE CHANGING FACES OF RCRG

At RCRG, we're committed to building a positive, inclusive workplace culture, where all staff members feel valued and appreciated. We work to ensure that everyone on our team has meaningful opportunities to learn, grow, and contribute to the organization in new ways.

Our hope is that, for staff, RCRG becomes a permanent home. We recognize, however, that change is inevitable, and when somebody decides to move on, we're both excited and proud, knowing that their time at our organization served as an important step on their professional journey.

This past year, RCRG experienced a number of personnel changes. Sydney Kuo, who, for nearly 15 years, played a lead role in managing our Information & Volunteer Centre, took on a new position with the BC SPCA. Karen Lim, who helped run our Richmond Early Years Library, joined the Canadian Mental Health Association, as a Parent Support Coach. And Summer Zheng, who coordinated the Neighbourhood Small Grants program, and was a major part of our Christmas Fund team, became the manager of a new child care centre.

Meanwhile, Josephine Ho, RCRG's Executive Assistant and longest-serving staff member, retired after 25 years with the organization. We also bid farewell to Olivia Dong, who did a wonderful job filling in as Better at Home Coordinator while Frances Moini was on maternity leave. (The good news is that Frances is back!)

If you're reading our Annual Report, you probably recognize most, if not all, of the above names and the people behind them. You know how much they meant to our organization, and how much they'll be missed. But now, there are new names to learn, like Jennifer DeWolff and Janice Froese, Cindy Fu and Sabrina Meng. They're the latest additions to our team, and whether RCRG becomes a permanent home, or a launchpad for new adventures, we're delighted to have them.

COMMUNITY PARTNERS

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

Showing up for our community is a responsibility, but it's also a privilege. We love our work, and recognize how lucky we are to spend our days promoting volunteerism, encouraging community engagement, and delivering valuable services to Richmond residents. We have that privilege for one reason: our supporters, who consistently and generously show up for us.

It starts, always, with our volunteers. In the past year, **236** of them contributed to our organization, accounting for **9,824 service hours**. They give their time, but they also offer their expertise, skills, passion, and enthusiasm. In doing so, they strengthen every one of our programs and services.

Financial supporters are equally important to our mission. We receive funding from all three levels of government, grants from various corporations and foundations, and donations from hundreds of individuals, businesses, and community groups. In-kind support, encompassing a range of goods and services, is also essential to our day-to-day operations and long-term sustainability.

We fully admit that this section of our Annual Report should be longer. We'd like nothing more than to list every volunteer, donor, and partner, and highlight their individual contributions. But there's only space to offer a single, resounding, heartfelt thank you, which we extend to all our supporters for the impact they've had on our organization and the entire Richmond community.

THANK YOU TO OUR MAJOR SUPPORTERS

Bekins Moving & Storage • City of Richmond • Gilmore & Courtyard Gardens • Government of Canada
Gulf & Fraser • Herband • Intelli Group • Lansdowne Centre • Lower Mainland Christmas Bureau
Opacity Design Group • Platinum Pro-Claim Restoration
PriceSmart Foods • Province of BC & Ministry of Education and Child Care
RBC Foundation • Richmond Auto Mall Association
Richmond News • Richmond RCMP • Safeway – Seafair
Summit Customs Brokers • TD Bank Group
The Province Empty Stocking Fund • United Way British Columbia
Vancouver Coastal Health • Vancouver Foundation



WHO WE ARE

Meet the people behind the organization.

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