



2017-18 Annual Report



**Adding Value
to Our
Community**



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.

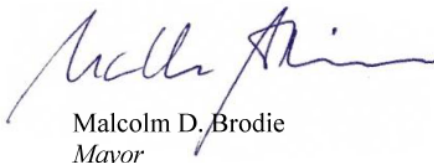
Working together, the City, key community partners such as RCRG and individual volunteers have made Richmond an international benchmark community for liveability and build our volunteer capacity.

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

At RCRG, we like to think that, every day, we're **Adding Value to Our Community**. In this year's Annual Report, we wanted to show you how.

Value, of course, can be calculated in different ways. Numbers are the easiest to measure – the collective, quantitative impact of our work. Hence, throughout our Annual Report, you'll find statistics on our programs and services: the number of people we matched with volunteer opportunities; the number of families we served through the Christmas Fund; the number of grocery orders we filled for seniors.

Over a year, these numbers add up, and represent the sum total of our daily efforts to make Richmond a stronger, healthier, more inclusive community.

Helpful as they are, statistics are only a shorthand way of calculating value. They speak to impact in the broadest sense, highlighting benefits to the community as a whole. But what about lives changed on an individual level? How do you calculate the value of a friendly visitor enriching the life of an isolated senior? Or the value of a child learning social skills at a weekly drop-in program?

Here, stories matter more than statistics, so they, too, appear frequently in our Annual Report. These brief anecdotes provide context and, we hope, offer further insight into our work, and the difference it makes to Richmond residents from all walks of life. It's value illustrated with words, rather than calculated with numbers.

There's value, also, in longevity. It's significant that, as an organization, RCRG has been part of the community for nearly 50 years, all that time serving as Richmond's volunteer centre. We've been offering Seniors Community Support Services since the 1980s, been home to the Richmond Child Care Resource & Referral Centre since the early 1990s, and began operating the Richmond Christmas Fund in 2001. Rather than fading with time, these programs have grown and adapted to meet changing community needs, offering value to Richmond residents year after year, decade after decade.

We haven't stopped innovating, though. This past year, we joined together with other non-profit organizations to launch a new, annual fundraising event, called Community In Motion. We also re-imagined Volunteers Are Stars, bringing it back in a new, more accessible format, to an overwhelmingly positive response. These are but two examples – there are many more in the Annual Report – of RCRG adding value to the community, and Richmond's charitable sector, by introducing fresh, creative ideas.

You could say, then, that this year's Annual Report is about balance: between statistics and stories, longevity and innovation. We see each as a lens through which to view, and understand, the value of our work.

Pat Watson, **Chair**

Ed Gavsie, **President & CEO**

INFORMATION & VOLUNTEER CENTRE

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

A community is infinitely stronger, and more vibrant, when its residents are actively involved. There's considerable value, then, in encouraging and facilitating community engagement. At RCRG, we do that through our **Information & Volunteer Centre**.

Every day, we connect Richmond residents with meaningful, rewarding volunteer opportunities. Sometimes, it happens online: our website is home to Richmond's largest volunteer opportunities database, featuring nearly 100 positions from more than 60 local non-profit organizations. Other times, it happens in-person, through our Volunteer Match service, where trained advisors help everyone from high school students to seniors find volunteer roles that fit with their skills, interests, and schedule.

We're also a key source of community information, providing referrals and, on our website, maintaining a comprehensive Community Services Directory and Events Calendar.

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

KEY STATS

- ◆ Our online volunteer opportunities database was viewed **21,063** times, and **404** volunteer applications were submitted.
- ◆ Five Volunteer Match Advisors contributed **161** hours, helping **117** clients find suitable volunteer roles.
- ◆ Our online Community Services Directory received **5,126** pageviews, while our Events Calendar was viewed **6,266** times.
- ◆ Whether in-person, over the phone, or via e-mail, we provided referrals to **2,419** people seeking information on community resources.
- ◆ In partnership with the Richmond News, we published the 2017-18 edition of the Richmond Seniors Directory, distributing **15,000** copies throughout the community.



PROGRAM HIGHLIGHTS

- ◆ Last held in 2015, the Volunteers Are Stars Awards made a triumphant return this year. Hosted by Pacific Gateway Hotel on April 19, 2018 - right in the middle of National Volunteer Week - the event was a sellout, with over 250 attendees. And it truly was a communitywide celebration of volunteerism, with 43 nominees across four different categories. We gave out seven awards in all, recognizing outstanding individual and youth volunteers, as well as volunteer groups. Marielle Demorest received the evening's final award - the Star of Richmond - in honour of her 50+ years of volunteer service. The event had a new format this year, to make it more affordable, and thus more inclusive. The changes were met with an overwhelmingly positive community response, and seemed to breathe new life into the event, judging by the energy in the room. It goes without saying that Volunteers Are Stars will be back next year!
- ◆ As an organization, it's important that we practice what we preach. And so, every year during National Volunteer Week, we close the office for one morning, and the entire RCRG team volunteers together at the Richmond Food Bank. This year was a ton of fun, as we helped with distribution, handing out canned goods and fresh produce to grateful clients. A big thank you to the Food Bank and its volunteers for the amazing work they do keeping our community fed, and for letting us be part of it.
- ◆ We began working with Volunteer BC and Volunteer Canada to connect our online volunteer opportunities database to the newly launched Pan Canadian Volunteer Matching Platform. The Matching Platform is a national database, featuring volunteer opportunities from across the country, and will serve as another way for Richmond residents - or indeed, people moving to Richmond - to find local volunteer positions. As part of this project, we're also sharing our volunteer database software with other volunteer centres throughout BC, particularly those in smaller communities. This will allow them - and the non-profit organizations they serve - to more effectively engage local volunteers.



LEADERSHIP RICHMOND

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

Our **Leadership Richmond** program adds value to the community by building capacity in the local charitable sector. Capacity, in this instance, refers to the sector's ability to respond effectively and efficiently to community needs.

Leadership Richmond is comprised of three modules, beginning with **Youth Now**, which gives young adults between the ages of 18 and 25 an opportunity to hone their leadership skills, while serving on a non-profit board of directors.

In the second module, **Richmond Caring Companies**, we help businesses develop community engagement strategies, often focused on employer-supported volunteering. The program culminates every year with the Richmond Day of Caring, where program alumni volunteer together at The Sharing Farm.

Finally, in the **Community** module, we provide training to non-profit professionals in areas like volunteer management and fund development.

*Funding for Leadership Richmond - Youth Now is provided by
Coast Capital Savings and the Hamber Foundation.*

KEY STATS

- ◆ **9** youth leaders and **9** non-profit organizations participated in the 13th edition of Leadership Richmond - Youth Now.
- ◆ Over **60** volunteers from local businesses and non-profit organizations took part in the 6th Annual Richmond Day of Caring.
- ◆ **22** non-profit professionals participated in our Volunteer Management Training Series, which we offered twice in the past year.
- ◆ We also delivered our Volunteer Management Training Series at Stenberg College - once in June, and again in December - where an additional **30** students completed the course.



PROGRAM HIGHLIGHTS

- ◆ In a conversation about capacity building, we absolutely have to mention Mikaela Nuval. Mikaela came to RCRG this past summer, as a co-op student from Simon Fraser University. She spent four months working with our Information & Volunteer Centre, where she updated our Community Services Directory, answered questions at our front desk, and got RCRG set up on Instagram. Mikaela returned to school in the fall, but not before joining our Youth Now program, where she was matched with the Richmond Women's Resource Centre. Mikaela learned a lot serving on the organization's board, but contributed just as much. Indeed, she played a key role in planning and executing the organization's International Women's Day fundraiser, for which she secured a keynote speaker and a number of sponsors. The Richmond Women's Resource Centre was so impressed with Mikaela that the board nominated her for a Volunteers Are Stars Award, which she subsequently - and deservedly - won. Mikaela had been a lifelong volunteer before she crossed paths with RCRG, but her experience with our organization - and particularly the Youth Now program - opened her eyes to her own potential as a community leader. She's now more committed than ever to her volunteer work, which is great news for Richmond. We're certain that the community will benefit from Mikaela's contributions for many years to come.
- ◆ From one summer co-op student to another, we turn now to Crystal Man. Along with Mikaela, Crystal was a key part of our team throughout the summer, though she worked with a different program: our Seniors Community Support Services. As Crystal often found herself interacting with volunteers - drivers, grocery shoppers, friendly visitors - she thought it would be a good idea to further develop her volunteer management skills. And so, in September, she signed up for our Volunteer Management Training Series, which turned out to be perfect timing. You see, Crystal completed not one, but two co-op terms with RCRG, working, in the fall, as a Program Assistant with the Christmas Fund. Here, she helped screen, train, and manage 100+ volunteers in over a dozen positions, drawing on what she learned in the Volunteer Management Training Series to become an invaluable addition to the Christmas Fund team.



NEIGHBOURHOOD SMALL GRANTS

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

If there's one thing the **Neighbourhood Small Grants** program has taught us, it's that, even with limited resources, a few passionate people can add significant value to their community.

Launched in 2014, in partnership with the Vancouver Foundation, Neighbourhood Small Grants is our newest program. The premise is simple: every year, we award grants of up to \$500 to Richmond residents, so they can complete community projects. These range from cultural celebrations, to art exhibitions, to urban gardens, and quite literally everything in between.

While the projects are incredibly diverse, they're all designed to create stronger connections between neighbours, by encouraging dialogue and fostering interaction in an inclusive setting. The project leaders, many of whom apply for grants year after year, show, through their creativity and ingenuity, that a small grant can have a big impact on the community, and bring us all closer together.

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

KEY STATS

- ◆ In 2017, **38** Richmond residents applied for a Neighbourhood Small Grant - more than ever before!
- ◆ Ultimately, **32** grants were awarded, together valued at **\$15,470**.
- ◆ In addition, the program gave out **4** Canada 150 grants, worth a combined **\$1,800**, for projects that helped mark the country's 150th birthday.
- ◆ **8** volunteers served on the Resident Advisory Committee, an important role in which they evaluated grant applications, decided on funding amounts, and supported successful applicants as they planned and carried out their projects.



PROGRAM HIGHLIGHTS

- ◆ The Hamilton neighbourhood is located on the eastern edge of Richmond, within view of the Alex Fraser Bridge. It's a lovely community that sometimes gets overlooked, due to its distance from city centre. But trust us: it's a thriving, vibrant area of Richmond. That fact was on full display this past year, when a group of Hamilton residents used a Neighbourhood Small Grant to host the inaugural Richmond Art + Culture Expo. Held at the Hamilton Community Centre, the event featured seven artists, including painters, calligraphers, photographers, and a henna artist. Starbucks and Tim Hortons donated coffee, hot chocolate, and donuts, while Opus Art Supplies provided art materials for two interactive activity booths. The first-time event proved to be a major success, with organizers describing it as "a great platform for community members to create, connect, and collaborate."
- ◆ Across the community, in Steveston, another group of residents held not a block party, but a dirt party. Adults and children gathered on a neighbour's front lawn, where they listened to a presentation by Megan Zeni, a master gardener, on how to plant vegetable seeds for optimal results. Neighbours then planted flower baskets together, and hung them in the alleyway leading to their street. They also planted an assortment of vegetables, using seeds donated by the Richmond Seed Project. The event ended with a raucous water balloon fight, giving everyone a chance to cool off—and clean off—after a hot day in the dirt.
- ◆ Richmond is a diverse, multicultural community, and one of the things we love about the Neighbourhood Small Grants program is its ability to break down cultural barriers, and replace them with bridges. Take, for example, the group of residents who used their grant to hold an Eid celebration, at King George Park. The event, of course, was open to all, providing the perfect setting for curious community members to learn more about this important Muslim religious holiday. In addition to promoting cross-cultural understanding, the event featured a wide range of family-friendly games and activities. Having fun, after all, knows no cultural boundaries.



RICHMOND CHILD CARE RESOURCE & REFERRAL CENTRE

BECAUSE WE'RE HERE...FAMILIES AND CHILD CARE PROVIDERS HAVE SUPPORT.

Safe, nurturing, quality child care is among the most valuable services a community can provide, as it benefits families today, while preparing future generations for success. In our community, the **Richmond Child Care Resource & Referral Centre (CCRR)** connects child care providers with parents, and facilitates a wide range of early learning initiatives.

Through its free child care referral service, the CCRR helps parents find child care that meets their family's needs. The CCRR also offers information on choosing quality child care, and runs a number of free drop-in programs, where parents can learn about community resources while their children take part in educational activities.

For child care providers, the CCRR offers guidance and support. It also hosts a variety of workshops and training opportunities, giving child care providers (and parents) a chance to learn new skills and ideas. The CCRR's Early Learning Library, meanwhile, features thousands of children's books, theme boxes, activity kits, and more.

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

KEY STATS

- ◆ **4,774** handouts were distributed, with an additional **14,741** consultations given by CCRR staff to parents, child care providers, students, and others in the community.
- ◆ Of these interactions, an additional total of **5,330** community referrals were given to families and other community members.
- ◆ Staff also provided **4,342** child care referrals to **653** parents and families.
- ◆ Subsidy assistance was given to **962** families, including the **297** families who attended one of our **26** group Subsidy Information Sessions.
- ◆ **768** participants attended **31** professional development workshops and courses hosted by the CCRR.



PROGRAM HIGHLIGHTS

- ◆ 2017 was a transitional year for the CCRR. With a location change only months prior and the departure of two long-time staff in the spring, it seemed appropriate to reassess our program and identify areas for evolution. Ergo, reflective of community needs, we expanded our outreach services in part by restructuring staff roles, as well as focusing on quality enhancement of services provided to families and providers. By combining the roles of Outreach with Information & Referral, we could especially focus on the principle areas of community awareness, dialogue, and parent engagement.

As a direct result of these changes, we found that the overall quality of interactions improved tremendously with our increased visibility in the community and as new dialogues were established. This is immediately apparent in two key categories: the number of community referrals provided, meaning that we helped find child care services that were not offered by our agency; as well as in parent subsidy requests and application assistance. Compared to last year, there were increases of 98% in the number of community referrals, 55% in the number of parents receiving assistance in the search for child care, and an incredible 111% increase in parents requiring subsidy assistance. In fact, we even saw a 20% increase in the number of providers attending workshops/courses as compared to the *same number of training opportunities offered last year*.

- ◆ Additionally, at the end of October, the CCRR launched a brand new online service whereby child care centres in Richmond may post child care jobs for 30 days. This service became immensely popular almost overnight, and since its launch, has boasted 735 unique page views total, or, 4.5 unique views per day. On any given week, this service generally hosts between 10 to 28 current job postings, with positive feedback from both providers and centres alike.



RICHMOND CHRISTMAS FUND



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

The Richmond Christmas Fund plays a valuable role in the community, mobilizing hundreds of volunteers and donors every year, to create a brighter holiday season for our neighbours in need.

With incredible community support, the Christmas Fund distributes grocery vouchers to low-income families and individuals, so they can enjoy a festive holiday meal. In addition, children receive toys, books, and sports equipment, while teenagers are given gift cards.

Since we began operating the Christmas Fund, in 2001, the program has grown immensely, in response to community need. This has been made possible by contributions from the Christmas Fund Stars, a dedicated group of volunteers who lead the program's annual fundraising efforts, including events like Steveston Beer Fest and the Richmond Auto Mall's Windows of Hope. Each holiday season, new supporters join the cause, bringing their own passion and energy to the Christmas Fund, and adding to its long legacy of kindness and compassion.

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

KEY STATS

- ◆ In 2017, the Christmas Fund brightened the holidays for **2,162** low-income residents - a **25%** increase over the previous year.
- ◆ Among those we helped were **303** seniors, **692** children, and **189** teenagers.
- ◆ In total, we distributed **1,987** grocery vouchers and more than **13,000** toys.
- ◆ **118** volunteers contributed **2,133** hours, providing invaluable support to the Christmas Fund during registration, in the Toy Room, and at special events.
- ◆ At our Christmas Fund Thank You Breakfast, in January, we recognized **14** Angel Donors, who each made a monetary or in-kind contribution of \$5,000 or more.



PROGRAM HIGHLIGHTS

- ◆ Prior to the 2017 holiday season, the Christmas Fund got a brand new look, courtesy of our friends at Opacity Design Group. First up was the program's logo, which, as it happens, was originally created by Opacity over a decade ago. Their new design moved away from the much-loved Christmas Fund bear (don't worry, he's still around), focusing instead on an instantly recognizable holiday symbol: a snowflake. It features the same colours as the RCRG logo, tying the Christmas Fund more closely into our agency brand. Oh, and the snowflake itself? It's constructed using an intricate pattern of circles and triangles that fit together, representing how our community comes together to make the Christmas Fund possible. Needless to say, we love it!

As for the Christmas Fund bear, he's back as the program's mascot. Opacity worked with a Steveston-based illustrator to modernize the bear, and give him a little more personality. Together, they then created over 20 different poses, so the bear could be used in a variety of Christmas Fund communications materials. Indeed, last holiday season, he was everywhere, helping to bring further awareness to the Christmas Fund and its mission.

- ◆ The Richmond Auto Mall held another successful edition of Windows of Hope, a fundraiser in which teams of volunteers paint holiday scenes on the windows of car dealerships. In fact, it was the most successful one yet, raising \$36,275! Windows of Hope is the Christmas Fund's longest-running fundraising initiative, generating more than \$250,000 over 14 years.
- ◆ Another major success story in 2017 was the Richmond RCMP's 3rd Annual Toy Drive & Pancake Breakfast, held at Ironwood Plaza. The event, which raised over \$10,000 for the Christmas Fund, had a huge turnout, owing, in part, to a fun and clever promotional video featuring members of the RCMP singing Christmas carols. They called it Cop Car Karaoke.



SENIORS COMMUNITY SUPPORT SERVICES

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

Seniors lead rich, active lives, and benefit the community tremendously by generously sharing their knowledge and experience. At RCRG, through our **Seniors Community Support Services**, we help ensure that Richmond seniors remain healthy and independent, so they can continue making valuable contributions to the community.

In our Seniors Information & Referral program, trained volunteers meet with seniors and help them access community resources - everything from housing to government benefits. Our Senior Peer Counselling volunteers, meanwhile, support seniors in emotional distress. Since the volunteers are all older adults themselves, clients are more comfortable speaking with them, and broaching sensitive topics.

In our Shopping program, seniors place grocery orders over the phone, which are then filled by our volunteers. Alternatively, seniors can shop with our volunteers at the supermarket, and have lunch together afterward. We also offer Transportation, Friendly Visiting, and Light Housekeeping services, as part of Richmond Better at Home.

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

KEY STATS

- ◆ Information & Referral volunteers contributed **1,163** hours and completed **390** appointments, helping older adults and their families connect to services and benefits.
- ◆ In the Better at Home Transportation program, **42** individuals volunteered **4,066** hours, and gave **2,245** rides to seniors unable to drive for themselves or access transit services.
- ◆ In our Friendly Visitor program, volunteers donated **2,000** hours of their time to offer support and friendship to isolated seniors.
- ◆ In our Shop-by-Phone program, **7,623** orders were completed at Safeway, and just under **3,000** orders at PriceSmart Foods.
- ◆ Volunteers and seniors completed **545** Group Shopping trips together.



PROGRAM HIGHLIGHTS

- ◆ To meet the needs of a growing population, we expanded our Shopping program, by improving access to culturally appropriate foods. In June of 2017, with additional funding from the Better at Home program, we opened a second location for Shop-by-Phone and Group Shopping, at PriceSmart Foods. This store offers a wide range of Asian and South Asian products for our diverse group of clients.

This program has grown fast, from 27 orders in June to an average, today, of 50 orders each month. The United Way of the Lower Mainland chose to showcase the program by filming a volunteer and his client shopping and enjoying each other's company.

- ◆ With funding from the Government of Canada's New Horizons for Seniors Program, we launched a new project, called **Diffusing Ageism Through Education and Volunteerism**. The purpose of the project was to raise awareness on how ageism negatively impacts the lives of seniors in our community, and to dispel some of the stereotypes associated with age.

Our eight advisory committee members, all seniors themselves, worked with focus groups of older adults. They compiled the information received from these groups into a PowerPoint and interactive presentation meant for post-secondary students. The first goal was to help students develop an awareness and understanding of ageism, which is rampant in our society. The second goal was to encourage the students to volunteer with seniors in Richmond and gain real life experience.

The project was extremely well received among the 98 young adults who participated, and has led to partnerships with Trinity Western University and Crucible Church, who want to support our programs in different ways, including providing volunteers.



COMMUNITY IN MOTION

A NEW EVENT THAT GIVES RICHMOND CHARITIES A CHANCE TO SHINE

Part of our role at RCRG is to act as a cheerleader for Richmond's charitable sector. There are so many amazing organizations doing incredible work - work that, while having a profound impact on our community, doesn't always get the attention it deserves. Simply put: we want more people to know how vibrant and dynamic - not to mention awesome - Richmond's charitable sector truly is!

This past summer, we took a major step towards that goal. Working together with Richmond Family Place, Richmond Addiction Services Society, Touchstone Family Association, and Richmond Multicultural Community Services, we organized a brand new event, called Community In Motion, with the idea of combining community engagement and physical activity.

Held July 8, at Garry Point Park, the event featured three routes - 1km, 5km, and 10km - around the park and along the West Dyke Trail. Participants could walk, run, or bike a route of their choice, and once they finished, were treated to a healthy snack. Meanwhile, nearly a dozen non-profit agencies had information booths at the event, so participants and the public could learn about each organization's programs, services, and volunteer opportunities. In all, more than 200 Richmond residents took part in the inaugural edition of Community In Motion.

If that were it, we'd consider the event a big success. But there was another component of Community In Motion: an online fundraising campaign. Leading up to the event, each participating organization invited their supporters to make a donation. RCRG managed to raise \$3,100, a testament to the generosity of our donors. That same generosity was exhibited by all campaign supporters, who, together, gave nearly \$30,000 to Richmond charities.

Community In Motion will return in 2018, and is well on its way to becoming an annual summer tradition!



DEPARTURES AND ARRIVALS

WELCOMING NEW FACES TO THE RCRG TEAM, AND BIDDING FAREWELL TO GOOD FRIENDS

Over the years, RCRG has experienced relatively little staff turnover. This, of course, is a great thing, as it's indicative of a workplace where employees feel valued and respected. We take considerable pride in fostering a positive atmosphere, and creating an environment where everyone is encouraged to share new ideas and take initiative to improve our programs and services. For us, it's important that, during their time at RCRG, staff members are given opportunities to grow personally and professionally. One of our biggest thrills is to see staff progress from entry-level positions to leadership roles - to watch as they advance their career, while remaining part of the RCRG family.

This past year, our family changed more than it has in quite some time. Two staff members, Peggy Tang and Laurie Scheuerman, retired. Peggy had worked at RCRG for over 10 years, most recently in our Seniors Community Support Services department, as Coordinator of the Better at Home program. Laurie, meanwhile, was our longest-serving staff member, having been at RCRG for more than 25 years, in a variety of key administrative roles. Both made significant contributions to our organization, and we'll always be hugely appreciative of their service.

Two other staff members, Chris Lee and Eric Chow, moved on to exciting new opportunities. For over five years, Chris had been a valuable part of our Child Care Resource & Referral Centre, where she helped run a number of parent-child drop-in programs. Eric worked as a Coordinator with our Seniors Community Support Services, ensuring that clients had access to groceries, transportation, and opportunities for social interaction. We wish Chris and Eric the best of luck in their new positions, and in all their future endeavours.

It wasn't all goodbyes, however. We also welcomed two new faces to our Child Care Resource & Referral Centre: Anita Wong and Candy Ng. They're both extremely knowledgeable and passionate about early childhood education, and, we hope, will be part of the RCRG team for many years to come. Here's to fond farewells and new beginnings!



COMMUNITY PARTNERS

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

RCRG is made up of a small but dedicated staff team. We also have an incredible Board of Directors, and 380 amazing volunteers who, in the past year, contributed 20,508 hours in support of our programs and services. If RCRG is an innovative, forward-thinking, impactful organization - and we'd like to think that it is - that reputation has been earned by the remarkable collection of people who give their time and energy to make our work possible.

We also owe a huge debt of gratitude to our major funders. Some, like Coast Capital Savings, have been with us for well over a decade. Others, like the Sage Foundation, are new partners with whom we hope to develop long, productive relationships. We're thankful, as well, for the in-kind support we receive. This past year, for example, Pacific Gateway Hotel became our official Venue Partner, hosting a number of functions, including the Volunteers Are Stars Awards. Opacity Design Group, meanwhile, created our new Christmas Fund logo and mascot - work that took dozens of hours - at no cost to RCRG.

What we're trying to say is that we can't - and we don't - do this alone. RCRG is there for the community, and the community is there for us. Every step of the way, we're all in this together.



WE GRATEFULLY ACKNOWLEDGE OUR MAJOR SUPPORTERS

BEKINS MOVING & STORAGE • BLUNDELL SEAFOODS

CITY OF RICHMOND • COAST CAPITAL SAVINGS

GOVERNMENT OF CANADA • HAMBER FOUNDATION

INNOVATION NETWORKS • LANSDOWNE CENTRE

LOWER MAINLAND CHRISTMAS BUREAU

O'HARE'S GASTROPUB & LIQUOR STORE • OPACITY DESIGN GROUP

PACIFIC GATEWAY HOTEL • PRICESMART FOODS • PROVINCE OF BC

PROVINCE OF BC, MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

RICHMOND AUTO MALL ASSOCIATION • SAGE FOUNDATION

SAFeway - SEAFair • UNITED WAY OF THE LOWER MAINLAND

VANCOUVER COASTAL HEALTH - RICHMOND HEALTH SERVICES

VANCITY • VANCOUVER FOUNDATION



WHO WE ARE

MEET THE PEOPLE BEHIND THE ORGANIZATION

BOARD OF DIRECTORS

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Images used in this Annual Report were created by students at Vancouver Film School and Freepik.com. Ray Wang and Peter Vetter contributed photos.



A Hub for Volunteering and Giving

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Charitable Registration #: 119119055 RR0001

