



**50 Years of Connecting
People and Services**

2021-22 Annual Report

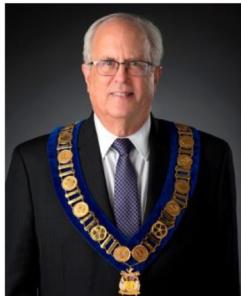


**City of
Richmond**

**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 sincere greetings and congratulations to the staff and volunteers at Richmond Cares, Richmond Gives (RCRG) on their 50th Anniversary.

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.

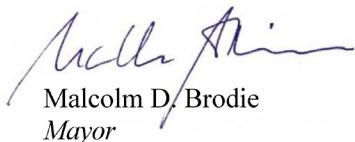
Working together, the City, key community partners such as RCRG and individual volunteers have made Richmond an international benchmark community for liveability and build our volunteer capacity.

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.

Congratulations!


Malcolm D. Brodie
Mayor





Message from the Chair and President & CEO

This year's Annual Report is a little different, because we're not just looking back on the past 12 months. 2022 marks the 50th anniversary of Richmond Cares, Richmond Gives, so we're also reflecting on the past five decades.

In highlighting our most recent accomplishments, we feel a sense of ownership. Together with our volunteers, supporters, and partners, RCRG continues to impact the community in positive and meaningful ways.

In the last year, as Richmond recovered from the pandemic, our **Information & Volunteer Centre** helped residents access community resources and find rewarding volunteer opportunities. Meanwhile, our **Leadership Richmond** program kept doing what it does best: building capacity in the local non-profit sector.

Our **Neighbourhood Small Grants** program enjoyed another successful year, awarding funding to dozens of Richmond residents – including many youth – so they could complete community projects. And, thanks to a new website, our **Child Care Resource & Referral Centre** is supporting more parents and early learning professionals than ever before.

The **Richmond Christmas Fund** once again navigated pandemic restrictions and helped brighten the holidays for over 2,300 of our neighbours in need. And our **Seniors Community Support Services** remain as busy and vital as ever, providing older adults with groceries, transportation, social connection, and emotional support.

When considering RCRG's history, however, our feeling of ownership is replaced by a sense of stewardship. We're grateful to the volunteers and staff who came before us, and to the Board Members – both past and present – who have led the organization with a steady hand and clear vision.

What we're doing, today, is carrying on a legacy. A mission that began in 1972 is now ours to fulfil, but only temporarily. As we celebrate **50 Years of Connecting People and Services**, we also look to the future, when our time with the organization has come to an end, and new faces – as passionate as we are – have taken on the work. In that future, RCRG will still be going strong, and we'll be proud to have played our part in the journey.



Rick Duff | Chair

Ed Gavsie | President & CEO



Information & Volunteer Centre

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

RCRG got its start as a community information service, based out of a cloakroom in the main branch of the Richmond Savings Credit Union. 50 years later, our **Information & Volunteer Centre** remains at the forefront of our mission and identity.

Each year, we provide thousands of referrals to Richmond residents, helping them navigate and access a vast range of community resources. They can also visit our website, where they'll find a comprehensive Community Services Directory, and an up-to-date Events Calendar. Equally important is our commitment to volunteerism. As the local volunteer centre, we connect people of all ages and backgrounds with opportunities to support their community. Our website is home to Richmond's largest database of volunteer postings, so anyone can find a rewarding way to give their time. And when we're not facilitating volunteerism, we're celebrating it, by hosting the annual Volunteers Are Stars Awards.

Today, the scope of our work extends far beyond a cloakroom. But that initial idea – of bringing people and services together – is still at the heart of what we do.

Key Stats

- Volunteer Now, our online volunteer opportunities database, was viewed **19,768** times.
- Our online Community Services Directory received **3,124** page views, and the Event Calendar was viewed **1,951** times.
- In partnership with the Richmond News, we published **12,000** copies of the 2021-22 Richmond Seniors Directory.
- **18** nominees - **14** individual volunteers and **4** volunteer groups - were recognized at RCRG's virtual Volunteers Are Stars celebration.
- In specially made videos, the **4** Volunteers Are Stars winners shared their stories and encouraged others to get involved in their community.



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

Program Highlights



- For the second year in a row, RCRG hosted a virtual edition of the Volunteers Are Stars Awards, which took place on April 27, 2022. 18 nominees (individuals and groups) were highlighted, and 4 award recipients were announced via pre-recorded videos. Their collective message was the same: simply start volunteering! Through their work, they've highlighted the meaning and value of volunteering, and continue to inspire others to bring positive change to our community.
- During National Volunteer Week 2022, a special button was made to mark RCRG's 50th anniversary. The button reads, "A Milestone We Celebrate With Our Volunteers," and each volunteer received one, along with a handwritten thank you card. As we celebrate 50 years of connecting people and services, we can't help but marvel at the contributions of our volunteers. We reached this milestone together with them, and we strive every year - in fact, every day - to show them how much we appreciate their support.
- North Shore Community Resources became the fifth volunteer centre to start using our Volunteer Now database software, joining centres in Coquitlam, Vernon, Terrace, and Lillooet. The database serves as a low-cost volunteer recruitment solution, allowing volunteer centres - especially those with limited resources - to better connect local non-profit organizations with potential volunteers. While we don't actively promote the software, word has spread throughout the voluntary sector, and each year, we receive several inquiries from volunteer centres looking to adopt it. In 2021, even the United Way in Kingston, Ontario showed interest! It's a source of pride knowing that our software, originally designed only for Richmond, has gained such a positive reputation in the broader voluntary sector.



Leadership Richmond

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

In the late 1990s, when RCRG was known as Richmond Connections, we launched a program called Generation Leadership, which empowered young adults to take meaningful and thoughtful action to improve their community. Over time, Generation Leadership evolved, eventually becoming **Youth Now**, the central component of our **Leadership Richmond** program.

Whereas Generation Leadership was modelled on a similar initiative in Vancouver, Youth Now was – and is – entirely unique. For the past 17 years, it's given young volunteers an opportunity to develop their leadership skills while serving as non-profit board members. Today, Youth Now alumni have prominent roles throughout Richmond's charitable sector, using what they learned to help our community grow and thrive. Leadership Richmond also includes two other modules: **Richmond Caring Companies**, where we help businesses implement community engagement strategies, and **Community**, through which we provide training to non-profit professionals.

Leadership Richmond's three modules combine to build long-term capacity in the local non-profit sector, ensuring that community organizations have the resources and expertise to achieve their goals.

Key Stats

- **3** youth leaders and **3** non-profit organizations participated in the 2021-22 Leadership Richmond - Youth Now program.
- Pete Bombaci, Executive Director of the The Genwell Project, delivered a special presentation - "**The Power of Human Connection in Crisis and Beyond**" - for RCRG and its members.
- **34** students from Stenberg College completed our virtual Volunteer Management Training Series.
- We also hosted our **first-ever** hybrid Volunteer Management Training Series, combining virtual and in-person instruction.
- We provided a **customized 2-part training series** to the City of Coquitlam and its non-profit partners.



Staff Reflection: Ending on a High Note



Brandon, Casey, and Sadaf were the three youth leaders who participated in the 2021-22 Youth Now program. They were matched, respectively, with The Sharing Farm, Richmond Women's Resource Centre, and Richmond Addiction Services Society. Throughout the program year, they attended conferences together with their board mentors, and learned topics such as board governance, fund development, non-violent communication, leadership styles, strategic planning, and media relations.

During this journey, the youth leaders learned how board meetings are conducted, gained a better understanding of how to provide leadership for non-profit organizations, and developed more confidence and skills for themselves. They also had a chance to reflect on their experience and contribute to their organizations through assignments and projects. From their sharing, the board mentors gained insight into different perspectives and benefited from new ideas.

Alas, this marked the final edition of the Youth Now program. From its inception, in 2005, to its conclusion, in 2022, a total of 35 organizations and 167 youth leaders took part in the program. They graduated with an invaluable skillset, a lifelong network of contacts, and new personal and professional capabilities.

The Youth Now program provided a unique platform for Richmond youth to learn, practice, and apply newly-acquired leadership skills, and for Richmond non-profit organizations to benefit from different youth perspectives on their boards. As we close this chapter, we're already looking ahead to the next one, eager to explore new, innovative ways of supporting young community leaders.

- Sydney Kuo, Manager, Volunteer Centre and Information & Referral Services



Neighbourhood Small Grants

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

Our **Neighbourhood Small Grants** program is still new, having only launched in 2016. But every year since, it's been building a history of its own, one community project at a time.

The program is based on a simple idea: that small amounts of funding, awarded to individuals, can have a transformative impact on the community. We've now seen that impact countless times.

In the program, we provide grants of up to \$500 to Richmond residents, so they can carry out engaging, inclusive community projects. These can happen in-person or online, and range from exercise classes to art workshops, craft nights, scavenger hunts, and everything in between.

Applications are reviewed and approved by a volunteer committee, whose members assist grant recipients in bringing their projects to life.

As for the projects themselves, they create a space where community members can share knowledge and resources, and connect with one another in deeper, lasting ways. Through the projects, relationships grow and flourish, allowing residents to truly become neighbours.

Key Stats

- Over two funding cycles, in the spring and fall, we awarded **42** Neighbourhood Small Grants, together valued at **\$19,690**.
- As part of a new initiative, we also supported **7** youth-led projects, providing **\$3,485** in funding.
- Highlighting the program's growth, **65%** of last year's grant submissions were from first-time applicants.
- **22%** of project leaders were under the age of **25**, while **27%** were **55** or older.
- There was a significant gender gap among applicants: **87%** identified as female, and only **13%** as male. That said, the resulting projects were inclusive and welcoming of all community members, with participants fully reflecting Richmond's diversity.



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

Staff Reflection: Community in Bloom

Community – this is where we start, where we spend our time, where we connect, where we live and place our roots.

Offered in partnership with the Vancouver Foundation and Association of Neighbourhood Houses of BC, Neighbourhood Small Grants may not have been a program of RCRG for long, but since it started, in 2016, we have given out over \$105,000 in Richmond. These grants are small but big in heart. They are for community, for individuals to employ their talents, hobbies, and interests as a bridge, so they can better connect with fellow residents.

Over the past six years, grants have been used to host block parties, share skills, plant gardens, and so much more. During the pandemic, project leaders have found ways to connect neighbours through virtual meetings, where cooking, baking, art, and exercise have fostered a sense of belonging.

A highlight this year was a grant stream made for youth in our community. While youth could apply in the past, having a dedicated stream of funding has given them more ownership - a chance to take charge of a project from start to finish. This has resulted in creative initiatives like Art Around Asia, where project leaders distributed free art kits to children; and Project Lightbox, in which a young Richmond resident donated over 110 custom LEGO sets to children facing health challenges.

Neighbourhood Small Grants is a truly grassroots community program, where individuals apply and applications are read by a volunteer committee, and project leaders are supported by committee members every step of the way.

- Jocelyn Wong, General Manager



**Neighbourhood
Small Grants
Richmond**

Richmond Child Care Resource & Referral Centre

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

No RCRG program captures the passage of time like our **Child Care Resource & Referral Centre** (CCRR). We began operating the CCRR in the 1990s, helping families find and access local child care. Today, the CCRR still offers a child care referral service, often serving the same families from decades past. Only now, the children are parents themselves.

The CCRR also assists families in applying for BC's Affordable Child Care Benefit, and runs a variety of early learning playgroups, which parents can attend with their children.

The CCRR supports child care providers as well, from helping them set up their own Registered License-Not-Required daycares, to hosting a diverse range of professional development opportunities, which cater to early childhood educators of all experience levels.

Finally, parents, child care providers, and the general public are welcome to borrow items from the Richmond Early Years Library. Boasting a collection of over 1,000 toys, books, activity kits, and other resources, the Library is yet another way the CCRR promotes quality child care.



Key Stats



- This past year, **591** families received child care referrals directly from CCRR staff, while an additional **2,291** families accessed resources on our website.
- **663** participants attended one of the CCRR's **30** online professional development workshops and courses.
- Despite closures due to COVID and stricter lending limits, **352** patrons accessed the Richmond Early Years Library (REYL), borrowing **1,298** resources.
- The REYL introduced two new library circle-time programs, 'Tummy Time' and 'Toddle Waddle', which **132** parents and children attended over **23** sessions.
- In March, our Together Time playgroup hosted a private party at Kidtropolis, with **47** families registered and **129** people total in attendance.

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

Program Highlights

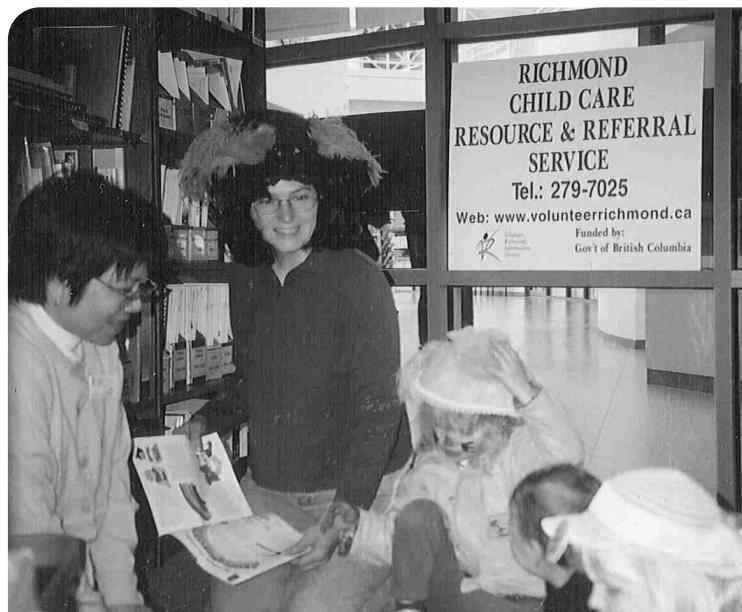
Community, renewal, and revitalization could be considered the CCRR's core theme this year.

Originally established in the early '90s to assist families seeking child care and provide professional development and guidance to child care providers, the CCRR has expanded its services over the years, offering drop-in parent playgroups, maintaining a resource library, and becoming a central resource for thousands of young families looking for support.

Despite the ongoing complexities of the pandemic, the Richmond CCRR focused less this year on 'pivoting' to meet new challenges and instead concentrated on adapting and thriving. Our program explored fresh avenues – networking opportunities were tested, two library programs were introduced – and we discovered new ways of connecting to our community.

Central to this growth was the launch of our multi-lingual website, RichmondKids.ca, a new online hub for Richmond families and providers. Parents can explore a community calendar, request help finding child care, and use an integrated search tool to direct them to local children's services. Meanwhile, providers can view/post jobs, register for training, and track their certificates. Between October 2021 and March 2022, 344 users created accounts and the site saw over 6,000 unique visits per month.

Although the CCRR has evolved over the years, the key to its continued success comes from its dedicated staff. In 2013, our office provided 700 referrals to the community; in 2021, that number reached 7,837 - over 10 times the amount provided just eight years earlier! The CCRR was founded to support child care providers and to help families navigate the early years. Some things never change!



Richmond Christmas Fund

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

In the same year that RCRG celebrates its 50th anniversary, the **Richmond Christmas Fund** marks its 90th. Founded in 1932 by Ethel Tibbits, the longtime owner and editor of the Richmond Review, the Christmas Fund was created to help low-income residents during the holidays.

RCRG began operating the program in 2001, and its mission remains the same. Each year, supported by passionate volunteers and generous donors, we provide grocery vouchers, toys, books, and gift cards to our neighbours in need, so they can share in the holiday spirit.

During our time running the Christmas Fund, we've worked to grow the program, ensuring it has the capacity to serve everyone who seeks help. The Christmas Fund's longevity, however, speaks to the fundamental kindness of the Richmond community.

The program enjoys support from individuals and businesses, from schools and faith groups, and from people of all ages and backgrounds. For 90 years, the Christmas Fund has brought our community together and shown that, in Richmond, we treat each other like family.

Key Stats



- In 2021, the Richmond Christmas Fund brightened the holidays for **2,321** of our neighbours in need.
- Among those who received assistance were **682** children, **250** teenagers, and **445** seniors.
- **82** volunteers supported the program, together contributing over **1,400** hours.
- In all, we distributed **5,500** toys, which volunteers selected and packaged for each family, based on children's wish lists.
- **399** individuals and businesses donated to last year's Christmas Fund campaign. This included **2** Star Donors, who gave over **\$20,000** each, and **8** 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

- Following the 2021 holiday season, Wayne Duzita stepped down as Christmas Fund Chair, having served in the role for 15 years. His accomplishments are far too numerous to list here, but his impact on the program, particularly the fundraising side, is immeasurable. Under Wayne's leadership, the Christmas Fund implemented a sustainable fund development strategy, anchored by a diverse and growing group of supporters, and high-profile events like A Not So Silent Night, which Wayne will continue to chair. We're grateful for Wayne's many contributions to the Christmas Fund, and are excited to work with his successor, Linda Reid, to further strengthen the program in the years ahead.
- The 7th Annual Richmond RCMP Toy Drive, held at Lansdowne Centre, was the most successful yet, raising \$22,400 and collecting 1.5 tons of toys! This time, instead of pancakes, the RCMP gave a bag of mini donuts to everyone who made a donation. By our count, 5,560 donuts were consumed during the event! Another highlight was the dunk tank, where Chief Superintendent Will Ng took the plunge. A longtime Christmas Fund supporter, Will has since moved onto a new role with the BC RCMP, so the dunk tank was a fun – if slightly chilly! – send-off.
- For the second year in a row, the Christmas Fund held an online auction, featuring nearly 200 items. Over two weeks, 220 participants bid on everything from restaurant gift cards, to luxury travel packages, to a box of Kraft Dinner signed by Olympic Bronze Medalist Evan Dunfee. As the clock ticked down, we kept clicking refresh, eager to see the final total. It was worth the wait: \$46,611!



Seniors Community Support Services

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

One of our most popular **Seniors Community Support Services** is Grocery Shopping, where volunteers fill orders and help deliver them directly to seniors' homes. In a way, the service acts as a time capsule. Today, it runs out of Safeway – Seafair and PriceSmart Foods, but we also spent many years shopping at the Broadmoor and Lansdowne Centre Safeways. Such fond memories!

Beyond groceries, we operate a Seniors Information & Referral service, helping older adults and their families access community resources. In our Senior Peer Counselling program, volunteers – all seniors themselves – provide emotional support to older adults struggling with grief, loneliness, and other mental health challenges. As part of the Better at Home program, we provide Transportation, Friendly Visiting, and Light Housekeeping services. Finally, through the Richmond Family & Friend Caregiver Hub, we offer workshops, resources, and support for anyone who provides unpaid care to an older adult.

Taken together, these programs and services play an essential role in keeping Richmond seniors healthy, independent, and connected to their community.



Key Stats

- Over **800** unique clients were helped through one or more of our Seniors Community Support Services, compared to **640** individuals the year before.
- **1,393** friendly visits took place in 2021-22, up from **889** visits the year prior.
- Shopping services remained similar to the previous year, with **6,595** grocery orders completed. Still, this number is double our pre-pandemic service levels.
- **1,743** Better at Home Light Housekeeping services were provided, compared to **1,483** the year before.
- Our Richmond Family & Friend Caregiver Hub continues to grow, with over **300** caregivers taking part in workshops and other program activities.

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

Staff Reflection: Changing with the Times

RCRG began delivering services to Seniors over 30 years ago. There have been many changes since then. Services have been dropped due to funding cuts and then reinstated, sometimes more than once. Luckily, during the past seven years, the number of services has grown, and today, more are available than ever before. RCRG is committed to maintaining these much-needed services that are designed to help seniors live longer in their own homes by keeping them connected to the community.

Shop-by-Phone was one of the first services offered through the agency. It is designed for those who cannot shop for themselves. Shopping was initially done at the (long-closed) Safeway store in Lansdowne Centre. Now, we shop twice-a-week at the Seafair Safeway. Over time, it became clear that many clients did not eat Western-style food, so four years ago, we added another site, PriceSmart. This store fills the needs of the Asian population.

Shop-by-Phone is only one example of a program that has adapted in response to evolving community needs. To serve Richmond's older population, which is increasingly diverse, we must listen to clients, those who care for them, and other service providers. We are grateful for the support from our volunteers, funders, community partners, and, above all, our clients and their families.

Over the years, it has become very clear that when a senior gives a volunteer their grocery order or gets a ride to a doctor's appointment, they receive much more than food or medical care; they also receive essential human contact. With outside social activities being so restricted, it has been more important than ever to provide our services. We don't know what lies ahead for RCRG in the next few years, but we are looking forward to serving more clients in more ways!

- Carol Dickson, Manager, Seniors Community Support Services



Five Decades of Memories & Milestones



A Permanent Home

In the summer of 1994, RCRG, then known as Richmond Connections, became one of the original tenants of the Richmond Caring Place. It's been our home ever since. The facility provides space for nearly a dozen non-profit organizations, making it easy to form partnerships and foster collaboration. Having operated out of cloakrooms and strip malls, opening our Caring Place office was a cause for celebration, and a major step forward.



Volunteer Appreciation

Volunteers have always been at the heart of our work. In the 1980s, as our organization grew, we began hosting bigger and more elaborate National Volunteer Week celebrations. A flyer from 1988, for example, invited volunteers to McNair Secondary School, where they'd enjoy entertainment from Ed Street (the Human Robot) and Laurie Murdoch's One-Man Vaudeville Show. Over time, the way we thank volunteers may have changed, but we're as grateful as ever for their contributions.

Once in a Lifetime

If there's a defining moment in the history of RCRG, it's the 2010 Winter Olympics. In 2008, we were contracted by the City of Richmond to recruit, screen, train, and manage the volunteer workforce for the Richmond O Zone Celebration Site, at Minoru Park. Over the next two years, and during the 17 days of the Olympics, we engaged 644 volunteers, who helped create a memorable experience for 500,000 visitors.



Lights, Camera, Action!

Did you know that our organization once had a television show? It's true! *Contacts* was a monthly program filmed in partnership with Rogers Community Television. Each episode featured information on local volunteer opportunities and community services, and by all accounts, the show was quite popular. In total, over 100 episodes were produced - far more than your average Netflix series!



Walking with Pride



For many years, our organization had a proud tradition of participating in the Steveston Salmon Festival Parade. On multiple occasions, we even won the Grand Award for Best Overall Float! Most of all, though, it was about having fun, and highlighting the essential role that volunteers play in our community.

Community Partners

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

For 50 years, RCRG has been there for the Richmond community, and every step of the way, the community has been there for us. This space is for recognizing our supporters over the past year, but we must also acknowledge the countless donors, volunteers, and partners from the past five decades, whose contributions helped make RCRG what it is today. Without them, we wouldn't have reached this milestone.

In the last year, volunteers were once again at the forefront of our work: **245** of them contributed a remarkable **10,389 hours!** At first glance, that might look like a measure of time. Really, though, it's a measure of impact. Every one of those hours improved the life of a Richmond resident, and made our community a little better.

On the financial side, we're lucky to receive support from all three levels of government. This funding takes different forms, but collectively, it provides a foundation for many of our programs and services. We rely, also, on the generosity of local businesses and community groups, whose donations this past year were significant and hugely helpful. Finally, we're grateful to the many individual donors who believe in our mission and support our work. We strive every day to create a community they can be proud to call home.

To our supporters past and present: thank you for walking this journey alongside us. We can't wait to see where it leads next. We know, however, that we'll go there together.



Thank You to Our Major Supporters

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

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