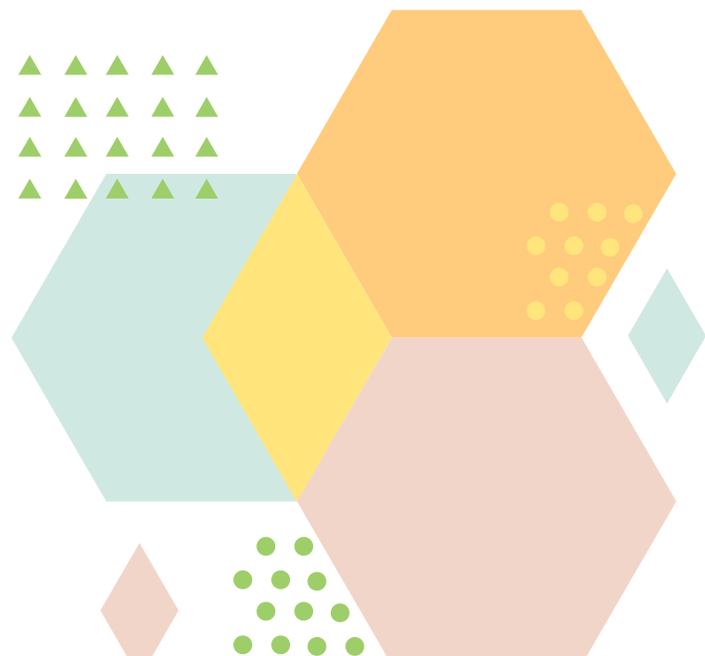
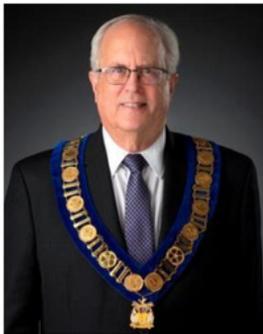


Annual Report 2019-20





GREETINGS FROM THE MAYOR:

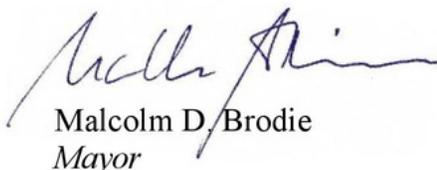


On behalf of City Council and the residents of Richmond, I am honoured to extend greetings to the staff and volunteers at the Richmond Family Place and congratulate you all on another successful year.

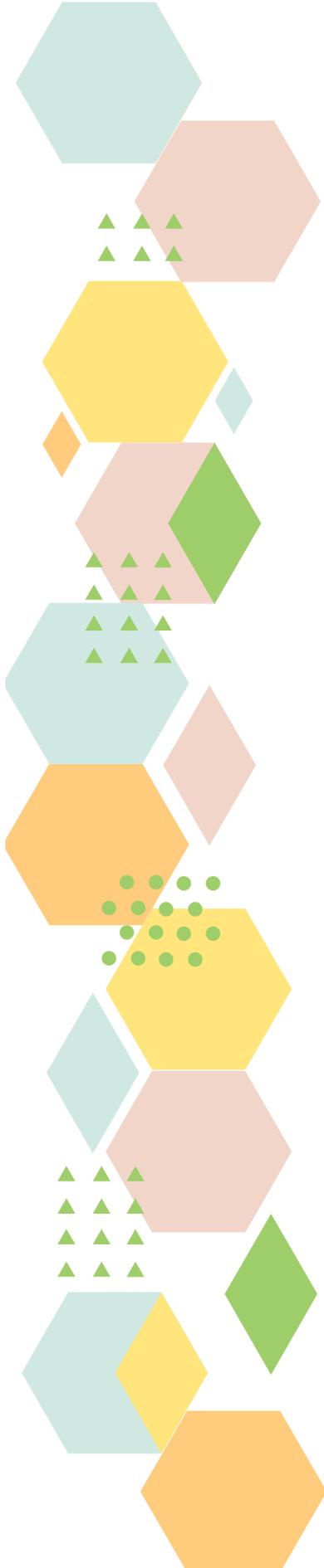
Established in 1979, the Richmond Family Place (RFP) is a non-profit multi-service family resource that plays a critical role in our community. The RFP offers a safe and welcoming environment to all families by providing programming that supports children in reaching their full potential. With the RFP's support services and outreach programs, the RFP continues to positively impact and improve the social fabric, emotional health and well-being of families, youth and children in Richmond.

Working together, the City and key community partners such as the RFP have made Richmond an international benchmark community for liveability. The Richmond community certainly appreciates and applauds the RFP's significant contributions.

Congratulations again for your outstanding service to our community, and please accept my best wishes for continued growth and success in the years to come.



Malcolm D. Brodie
Mayor



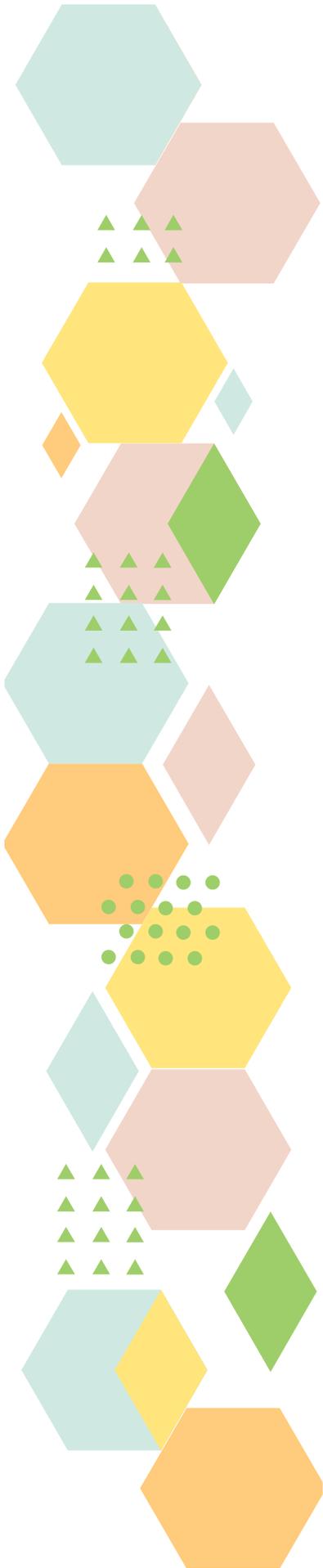
From the Board Chair & Executive Director

We would like to acknowledge that we provide services to families on the traditional, ancestral and unceded territory of the Musquem and the Hən̓q̓əmiñəm speaking people.

Writing this message is a little challenging as we think about all that has happened in the world since March, due to COVID 19. However, it is important to reflect and remember.

Since we opened our doors in 1979 at the little brown building beside the Gateway theatre we have provided a place for families with young children to gather, learn, share, feel supported and build circles of connection within the community. Over the ensuing 41 years; growing and adapting along the way, we have developed into the organization that you see today. In 2019 we began two exciting new projects. Our partnership with Vancity and Kwantlen Polytechnic Farm School enabled us to build new garden spaces in front of our main site. This has provided us with opportunity to grow more produce and increased our capacity to welcome more families into our gardens. Not only has it provided a bountiful harvest, it has brought families, neighbours and volunteers forward to generously share their knowledge with us all. We also piloted an intergenerational project which brought together isolated seniors and families with young children, to build social connections through art and song.

There is an African proverb that says *"If you want to go fast, go alone. If you want to go far, go together."* We could not do this without our community partners, volunteers and supporters. By working together, we are able to provide enriched services and address the gaps in early childhood support for families. We wish to thank each and every one of them.



The pandemic has altered the way we provide services; it has not, however, altered our commitment to learn new 'ways of being' in order to support families. We have been nimble in our responses to the changing environment, moved in person programming to virtual platforms and provided many, many hours of phone support. We sincerely thank our staff team for their continued commitment to the families of Richmond.

Although our current in person programs are limited in the number of participants we can safely accommodate during this time, staff are working hard to reach out to families. We are providing zoom groups, live streaming circle times 6 days per week, livestream activities 3 days per week, daily (pre registered) in-person programs at our main site, making phone calls, creating 'At Home' activity bags, and so much more!

Last, but by no means least, we wish to express our appreciation to our funders who have continued to support our organizations, a complete list of which is found within this report.

Maria Robinson
CHAIR, BOARD OF DIRECTORS

Janice Lambert
EXECUTIVE DIRECTOR

Highlights from 2019/20



Using garden beds created with KPU Farm School and Vancity, we have been able to host a wide variety of garden centred programming. Our seedlings are planted in spring, tended through the season, and harvested in the fall—one of the innovative ways we are ensuring food security for local families.

In 2019, we were honoured to receive the Carol Matusicky Distinguished Service Award as a result of our work within the Richmond community.

We launched Project Connect—a unique program that brings together isolated senior citizens and families with children from 0-6 years old for song, play, stories, and more!

Based on our popular Play & Learn Drop-In, we extended our services to include 3 full day programs with a simple lunch. Through these extended hours, we have been able to provide nutritious meals, while increasing our capacity to meet families needs.



Carol Matusicky Distinguished Service to Families Award 2019

CONGRATULATIONS TO

Richmond Family Place

Aaron Francis
Aaron Francis
President

Joseph Dunn
Joseph Dunn
Executive Director

COUNCIL FOR
FAMILIES

your family

For more information and resources



Highlights from 2019/20

Richmond Children's Charter

RICHMOND CHILDREN HAVE...

1-The Right to Play

"I have the right to have fun" (David, age 5)
"Playgrounds should have swings, we can be responsible" (Ilyana, age 10)

2-The Right to Learn

"I have the right to learn by making mistakes" (Jessica, age 11)
"We have the right to learn everywhere — in kindergarten, at home, with adults" (Eliana and Austin, age 6)

3-The Right to Belong and Be Ourselves

"I have the right to special help if you need it — if your area don't need a talking dog. That is special help." (Sharon, age 5)
"I have the right to look weird" (Liam, age 10)
"I don't have the right to be forgiven" (Angelica, age 10)

The Right to Be Loved and Have A Family

"I have the right to live in a caring family for a bright future" (Christopher, age 5)
"I have the right to be a kid with your family" (Aidan, age 5)



7-The Right to Choose Friends

"I have the right to have friends from other cultures" (Aneel, age 8)
"I love meeting new friends at school" (Sangam, age 8)

8-The Right to Explore, Dream, Imagine, and Create

"We have the right to dream, achieve, and be free" (Sharon, age 5)
"I have the right to need to have a big nose!" (Reading, age 8)

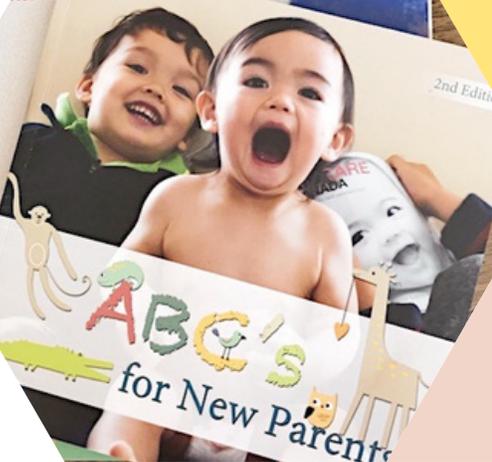
RFP staff engaged in a wide variety of professional development. Some examples; Nobody's Perfect Training, Leadership Fellows, motivational interviewing, and online fundraising.



RFP staff expanded their understanding of Indigenous peoples and culture through a variety of workshops, seminars, and webinars including a Kairos Blanket Exercise and a workshop called "The land, the people." We are committed to continuous learning in this important area.

The Richmond Family Place Board of Directors and staff engaged in the process of creating a new strategic plan.

Health Toolkit



Family Programs

As Brian Solis once said, *“Community is much more than belonging to something; it’s about doing something together that makes belonging matter.”* This sentiment rang through Richmond Family Place’s 2019-20 season, with more families and offerings than ever before. Our drop-in programs welcomed 31,089 individual visits—provided six days a week. In total, these visits accumulated upwards of 20,000 hours in family support and guidance. Nutrition continued to be of priority, growing to seven meal programs that served over 12,500 helpings.

Our experienced staff provided opportunities for families to enjoy play and education, as well to build social networks of support. 16 locations across the City of Richmond helped to increase access to all, specifically those of diverse demographics and social needs. Parent education opportunities such as Baby Babble, Nobody’s Perfect Programming, and Conversation Circles provided valuable learning opportunities, in addition to early childhood learning programs. In celebration of our community’s diverse nature, we expanded our special event lineup to include an Easter Egg Hunt, Santa’s Breakfast, Family Summer BBQ, Diwali, Eid, Hanuakkah, Chinese New Year, Blueberry Picking field trip, picnics in the park, Eating Together Pancake Breakfast in partnership with Touchstone Family Association, and many more. The coming year allows us to reflect on such successes and brainstorm continuous improvement.

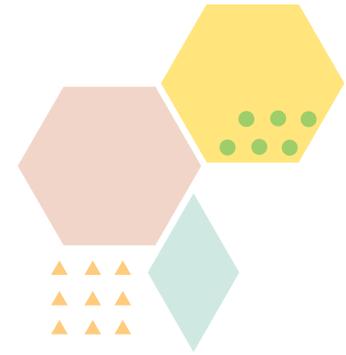


Locations



- Brighthouse Park
- Brighthouse Library
- Cambie Library
- City Centre Community Centre
- East Richmond Hall
- Garden City Park
- Hamilton Community Centre & Park
- King George Park
- Lang Community Centre
- Main Site (Debeck house)
- Neighbourhood Learning Centre
- Richmond Food Bank
- South Arm Community Centre
- Steveston Library & Park





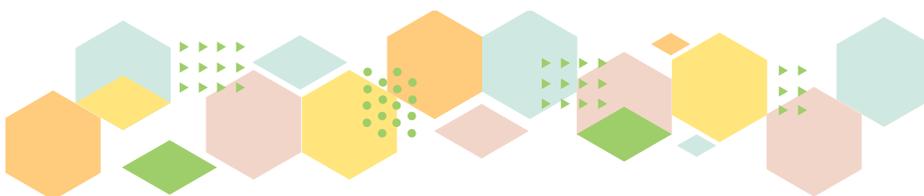
Parent Connections

The Parent Connections Program is an integral part of our work here at Richmond Family Place. This eight week in-house training program hones the skills of adults interested in working with families and children ages 0-6 years old. Through enriched knowledge and supportive mentorship, participants transform into skilled Peer Support Workers—who can thus build intentional relationships with others in our community. By relating on the basis of common lived experiences, such as parenting, immigration, or health issues, a bridge is created between local families and Richmond Family Place employees. This year we trained 12 new Peer Support Workers and witnessed a total of 18 active Peer Support Workers.

Early Years Bridging Program

The Richmond Early Years Bridging Program provides intensive early childhood focused settlement and development support young refugee children 0-6 years and their caregivers. The overall goal of the program is to help transition this population into mainstream services and resources. This year we saw more than 188 individuals and had approximately 2925 visits. Our program includes play and learn drop-in programs and parenting education programs.

We continue to invite other community organizations to join us in building connection with new comers, building bridges between resources and services. The ultimate success of this program is rooted in our strong community partnerships with a wide variety of organizations, thus helping us break down barriers and increasing access to support and services for our families.



Social Enterprises

Richmond Family Place has two social enterprises that provide revenue for programs. In our 2019-20 season, the Thrift Store was yet again an invaluable asset—continuing to generate income with the help of dedicated volunteers and our Thrift Store Team Leader. In addition to generating monetary funds, the Thrift Store regularly donated clothing and household items to newcomer families, distributed gift certificates to those in need, and shared with Canada Comforts (a non-profit dedicated to aiding impoverished children in developing countries).

Prior to COVID-19, party rentals also contributed income to our organization, while offering an affordable and family-friendly location for special events. Unfortunately, as part of ensuring the health and safety of our community, we are unable to offer party rentals at this time.



COVID-19 Updates

COVID-19 has presented a formidable challenge for many Richmond families. However, we are delighted to say that our staff have embraced this challenge wholeheartedly. Through innovative ideas and flexible communication, we have adapted in order to provide continuous service to local families. Quickly after lockdown began, our programming moved to online formats, including: Facebook live circle time and activities, Zoom parent groups, and email/phone support. These adaptations have been incredibly well received and if anything, have increased our online following.

In addition, with the help of a local restaurant, chefs, and Richmond Food Security Society, we have crafted a meal delivery partnership in which families experiencing food insecurity receive pre-cooked meals 3 times a week. As Phase 3 reopens, small pre-registered in person programming is beginning to run 6 times per week outdoors,



including: circle time, gardening, art activities, and songs. In addition, we are continuing to offer online services at this point in time.

However, Richmond Family Place faces potential financial impacts as the pandemic continues. With the thrift store closed, no party rentals, and a decrease in membership renewals, our income is being impacted. With the help of generous donors such as yourself, we can continue to innovate our programming for Richmond families. Every bit makes a difference! Take a look at the ways you can contribute on the next page.

Ways to Support Us

Donate

- \$10: Buy a meal
- \$15: Fund an activity bag
- \$20: Buy a book for our library
- \$25: Dishwasher detergent for 1 month
- \$25: Laundry detergent for 1 month
- \$25: Family membership for 1 year
- \$25: 1 week of heating
- \$25: 1 week of lighting
- \$40: Buy office supplies
- \$50: Purchase gardening supplies
- \$50: Purchase early learning materials
- \$50: Buy 1/2 a roll of stamps
- \$75: Purchase craft supplies
- \$100: Fund a special event
- \$200: Purchase outdoor play equipment



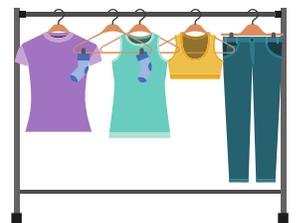
Raise Funds

- Host an event to support us
- Participate in our annual golf tournament
- Donate a raffle basket
- Join our sponsored activities (walks, dance a thon)



Wish List

- New outdoor play equipment
- Outdoor awning for year round programs
- New clothes racks for our Thrift Store
- Funding for our digital platforms



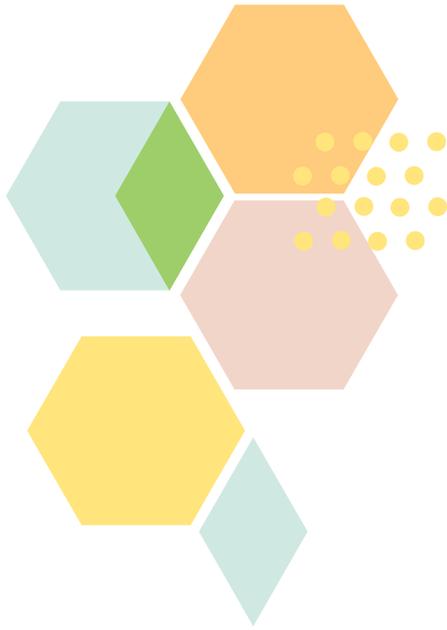
Program Impact Story: A Reflection

We are all faced with various difficulties in our lives, but sometimes having a safe haven can make a difficult day bearable enough to keep on fighting. This was one of our parent's experience. Through our Food Bank programs, this family was able to access a whole new world. When we met them for the first time, they were seeking support both emotionally and with very practical needs. Staff were able to offer immediate comfort, share support services and provide activities and a meal for the children.

While this parent shared that they had a job, they expressed that life circumstances had caused them to reach out to the Food Bank. In the following months, we supported them in a variety of ways including one of our donor sponsored Christmas hampers. They were delighted that someone was thinking about their family during the holidays. We witnessed how the hamper alleviated stress and guilt caused by their inability to provide for their children. This family have been accessing our programs for almost a year now. There is not a week that goes by when we don't get a "Thank you for being here for my family," or, "Thank you for all that you do."

They have expressed how grateful they are for our programs and the support received. Richmond Family Place provided peace and a safe haven when it was most needed. In their own words, "I am ever so grateful for the programs of Richmond Family Place and the Food Bank. I am thankful that you were here the day when I needed someone. I hope I am able to give back to the community, like you have supported me."





Program Impact Story: A Reflection

As a wrap-up to our Fall 2019 Harmony Project we hosted a Family Day Potluck. Richmond Family Place is composed of individuals and families from all around the world. This initiative was designed to bridge differences through a sharing of cultures, values and experience, exploring diversity and learning from each other. A unique aspect of this program was its family led activities, culminating in a final parent driven celebration. Over the weeks we offered this program, families developed an idea to host a multicultural potluck where they would share dishes

dishes unique to their country of origin. It was decided that BC Family Day would be the perfect time to celebrate and share our diversity. The planning began! Parents made a huge effort to ensure they brought delicious food to share. For example, we had one family where the wife asked her husband to get up early (before work!) to make fresh noodles for the group. In another case, we had a mother change her schedule just to be able to attend! She deeply wished for others to try food from her Japanese heritage and thus, made the effort to be there. Additionally, we had a mother attend with her own parents, bringing shrimp crackers for everyone. These puffy crackers were a source of great dialogue. Families and staff were amazed that they were homemade and simple to make. This provided a fantastic opportunity to chat with others about how they were made.

At the end of the program, participants expressed how much fun they had sharing foods from their culture and interacting with each other. Witnessing the pride families took in preparing food for others was eye-opening.

It inspired us to think about doing this more often and showed us how important it is to give people an opportunity, through meaningful activities, to share more of themselves with each other. It is our hope that we can continue to build connections within Richmond Family Place by building on the principles of shared food and conversation!



Executive Director: Janice Lambert
Program Director: Ruth Taverner
Office Administrator: Kathleen Huxtable
Coordinator, Early Years Refugee Program: Hala Kapani
Senior Family Support Worker: Hydi Sham
Family Support Workers:
~ Maha AbdelHamid ~ Diane Castillo
~ Elaine Chiu ~ Rachel Gilder
~ Nada Ghanem ~ Grazella Stephan
~ Emily Yacobian

Meet Our Board of Directors

Board Chair: Maria Robinson

Members at Large:

~ Victoria Chan ~ Jennifer Chin
~ Tienne Schaub ~ Sandra Li Seller
~ Louise Yeoh ~ Mahvash Derakshan



Hear From Our Team

"Establishing positive relationships and building connections with the families at Family Place is so essential in our work in supporting children. Some families need more support than others and for various reasons. One of the things that stood out for me this year, are the response from the families who we have been supporting who are needing these extra support. Their happiness, joy and positive responses gives me motivation to continue the work we do each and every day. The story we often hear from families is that they are isolated and have no other family close by to help them. After we've established a close relationship with these families, they would let us know that, coming to Family Place feels like a home and whenever they leave after attending a program it feels like you are leaving a family's house. So what really stood out for me this year are the close relationships that we have built with the families and the impression that we are like a family to them, makes me feel that, as staff, we are doing great things."

Meet Our Staff

Parent Connections Team Leader:
Cecilia Manriquez

Thrift Store Team Leader: Sarah Hii

18 Peer Support Workers

5 Cultural Brokers





"Before working at Richmond Family Place, I was once told that supporting others comes down to building relationships. I have held this notion in the back of my mind throughout my time at Richmond Family Place. The support we offer families really does come down to getting to know the families, meeting them where they are at in the moment, and slowly building relationships with them. Taking the time to connect with families and support them where they are at is vital to the work we do, and keeps me coming back day-in and day-out."



"Being part of something that is bigger than myself, that focuses on others and makes positive impacts on individuals and the community gives me a sense of appreciation and gratitude. Working with the staff team and families from different back grounds and cultures is a great opportunity that feeds my needs for curiosity and adds a lot to my need of learning. Our work environment has a lot of rich and valuable moments, we laugh together, we cry together, we celebrate success together and we learn from our mistakes together."



"Occasionally, we hear from families how grateful they are to have made the connections at Richmond Family Place. It's a humbling experience to witness families being touched with a human heart and how little things offered at Richmond Family Place can add up to make a difference in the lives of others."



We would like to thank our funders & supporters

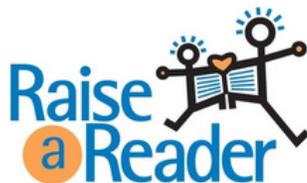
Funders



Immigration, Refugees and Citizenship Canada



Employment and Social Development Canada



Agriculture and Agri-Food Canada



Ministry of Tourism, Arts and Culture



Ministry of Children and Family Development



Supporters



- Coast Capital-Steveston Branch
- CIBT Education Group
- Cobs Bread- Blundell
- Cobs Bread- Richmond Centre
- Pacific National Exhibition
- Royal Bank of Canada
- Costco Wholesale
- GAP Canada Inc.
- Children's Organ Transplant Society
- ICBC
- Knights of Columbus, BC & Yukon Jurisdiction

- Linda Reid, MLA
- Orca Books
- Richmond Pentecostal Church
Childcare Society
- Roses Angels
- Starbucks- No. 2 & Blundell
- Starbucks- Steveston
- Two Ten Foundation
- Textile Arts Guild of Richmond



RICHMOND family PLACE

8660 Ash Street,
Richmond, BC V6Y 2S3
604.278.4336

info@richmondfamilyplace.ca
www.richmondfamilyplace.ca



@RichmondFamilyPlace



@RmdFamilyPlace



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