



**Annual  
Report  
2020-2021**

---







City of  
Richmond

Malcolm D. Brodie  
Mayor

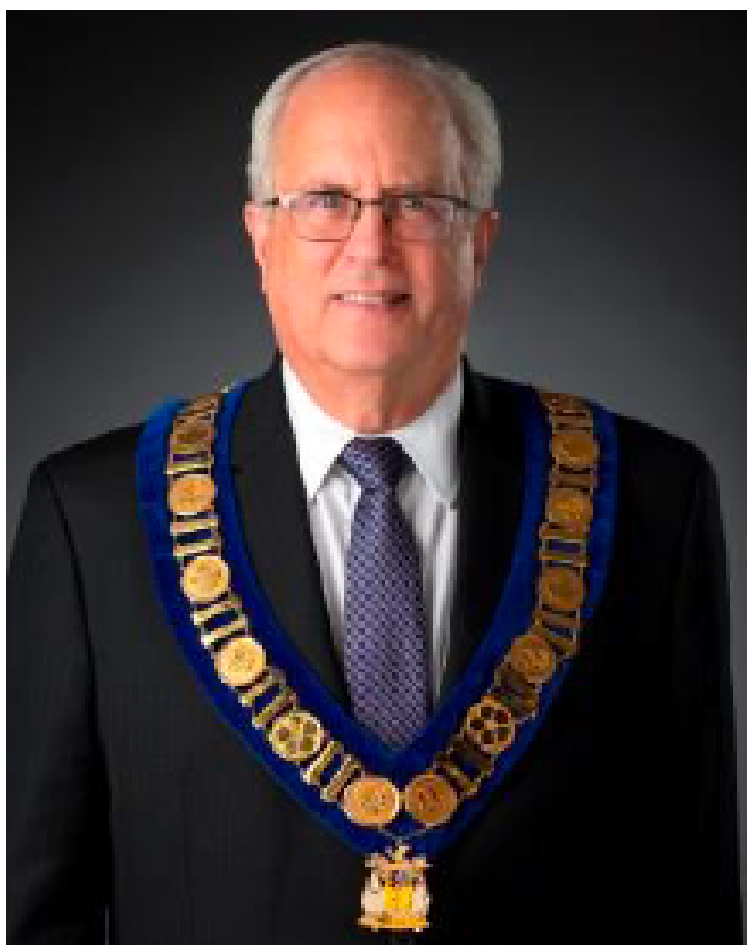
6911 No. 3 Road  
Richmond, BC V6Y 2C1

Telephone: 604-276-4123

Fax No: 604-276-4332

[www.richmond.ca](http://www.richmond.ca)

### ***GREETINGS FROM THE MAYOR:***



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 acknowledge that we live, work and play on the ancestral, traditional, and unceded territory of x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam) and Hənq̓aminəm' speaking people.*

The Board and Staff of Richmond Family Place welcome you to celebrate with us and to read our 42nd Annual Report for 2020 – 2021. We have been so inspired by the community and to see how our organization has shifted, adapted, pivoted and innovated to serve families in Richmond in response to the demands put upon us by COVID 19; how we were present and affecting people's lives in amazing and impactful ways.

That we did so collectively, as a strong team with the support of our Board of Directors (thank you for your guidance) members (thank you for your feedback), funders (thank you for your flexibility), donors (thank you for your continued support), community partners (your willingness to share your resources and knowledge) and loyal volunteers (thank you for your dedication). Thank you all, for making our work possible, we couldn't do it without you!

Designated an essential service by the Province of BC meant that we continued to provide services throughout the pandemic, with no pause or gap in services. New innovative ways to connect during this time included curbside support, virtual activities such as online circle time and activities and parenting groups, among others that you will read about within this report.

In January, the staff team took time to examine lessons learned and to see how we'd grown and stretched through this challenging time. It was a time to reflect, to celebrate and feel nourished by these learnings, and by making time to recognise the successes during this constant change and uncertainty – we came to an understanding that some of the innovations in programming may be here to stay, so as to ensure, all who wish it, can connect with Richmond Family Place.

Our wish for the future is the rebirth of coffees, in-person meetings and increased opportunity to safely gather, learn, share and grow together.

Sincerely

*Maria Robinson*  
Board Chair

*Janice Lambert*  
Executive Director



# Mission & Goals

Richmond Family Place is a family resource program wholeheartedly dedicated to ensuring that every child in Richmond reaches their full potential. Our organization is associated with the BC Association of Family Resource Programs and Families Canada. We support children aged 0-12 through a wide variety of programs which serve to empower and strengthen children and their families through innovative prevention and supports. Our programs are grounded in the belief that consistent positive parenting practices and secure, strong parent-child relationships are fundamental in all aspects of healthy child development. Our goal is to support families by building trusting relationships that establish a strong sense of community. These social and emotional networks serve to break down isolation, provide parenting support and enable families to navigate resources and services. Through providing mutually respectful and trust-based relationships we are able to create access points for support, education and resources in our community.





# Impacts of the Pandemic

Our commitment continued to be focused on supporting the families within Richmond. As we listened to families and heard their stories, we became aware of increased levels of stress, anxiety and financial strain. We became increasingly concerned at the challenges facing Richmond families. We were able to meet the needs of families by adapting to a blend of virtual and in person formats while maintaining the same quality of care, support, and emotional connection we provided prior to the pandemic. Our response to the Covid-19 pandemic created strong resiliency and adaptability within our staff team and families. Building on the inherent strengths and resiliency of our community members we were able to share connection, practical support and resources that further supported positive outcomes for children and adults alike. Richmond Family Place continued to provide services throughout the pandemic, with our doors remaining 'open' at all times, ready to support and serve the community as needed. Staff worked with, and supported, families to mitigate the negative effects of social isolation, job loss, stress and anxiety, all ongoing consequences of the pandemic. This was achieved by virtual programming, gift card support, 1:1 meetings, parent education, meal provision, emotional support and, when possible, in person programs and meetings. Our goal was to minimize the long term consequences of the pandemic on Richmond families by offering practical resources and social connection.



**Coming to Family Place is very helpful for me and my children. I told my friend about it and we feel connected to community**  
RFP Member



**"I learned a lot about parenting styles through conversation circles as well as with the help of our family support worker and have been able to adapt to life in a new country"**  
RFP Member



# Program Highlights

## Gardening Program

- Sessions were offered weekly at our main site when Provincial Health Orders allowed in person programming. Families helped plant a winter garden for the first time since our gardening program began. This allowed staff to distribute fresh produce during the winter months.



## Virtual Baby Babble

- Offered in partnership with the Richmond Infant Development Program. Participants received activity bags with supplies prior to class allowing them to follow along with the activities online and learn from the comfort of their own homes.



100%



of participants reported building mutually trustful relationships with the staff whom respect both their personal and cultural beliefs.



# Virtual Toddler Time for Chinese Speaking Families

- Sessions were offered via Zoom 2 times a week in partnership with Touchstone Family Association and the Richmond Public Library.

94%

of participants reported feeling empowered and better able to deal with their day-to-day challenges due to the support provided by Richmond Family Place.



# Facebook Live Circle Time & Activities

- We hosted Facebook Live circle time 6 times a week.
- Live Activities were streamed 3 times a week.



Comment

# Virtual Parent Groups

- Groups were offered in various languages and included conversation circles, parent education, singing & stories, mental wellness support and other activities requested by families.



# Virtual Male Caregiver's Group

- Weekly sessions provided support through peer to peer discussions and staff led activities which included a virtual cook along breakfast program.
- Focused on creating community and connection with male caregivers.





## Phone & Email Support

- All members were provided with weekly check-ins from Family Support Workers.
- Staff connected with families by building relationships which included; offering gift cards, daily programs, meals and emotional support.

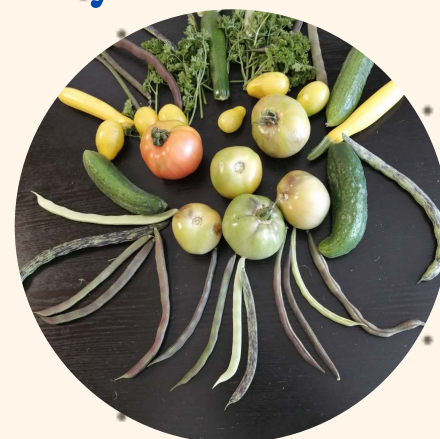
96%

of participants reported feeling more connected to the community and other families after being supported by the family support workers.



## Food Programs

- A partnership with The Richmond Food Security Society (Urban Bounty), pre-cooked meals made by community volunteers were distributed 3 times a week to approximately 30 of our most financially vulnerable families.
- We delivered 3 cohorts of cook along classes. Families were provided with weekly bags of groceries and then sent a link to the cook along video.
- Each week a new recipe was shared, supporting families to expand their knowledge and experience of budget friendly meals.



## Create & Sing

- Provided weekly when Provincial Health Orders allowed in person programming.



## Gift Card Distribution

- We were able to make weekly distributions of grocery gift cards to our most financially vulnerable families; totaling approximately \$140,000.



99%

of participants reported their family support worker had helped them establish the appropriate resources to cope during the pandemic.





# Activity Bags

- A wide variety of activities & resources were shared in 'take home' bags.

Themes included:

- Literacy
- Gardening
- Art
- Outdoor play
- Seasonal events



95% of RFP members reported feeling comfortable in participating in on-site programs due to the rigorous standards of health and safety held by the staff.



# Parent Connections

- Our 10 week Peer Support Worker Training had 9 participants join the online program.
- A series of 5 workshops on resiliency were attended by 14 PSW's.
- PSW's supported families by contributing their time to organizing activity bags and serving in the Thrift Store.
- 4 PSW's took the Mothers Mental Health Toolkit Training.



# Mobile Family Support

- Family support workers facilitated curbside visits at the homes of families or at a location of their choice.
- Activities, songs, stories & community resources were shared at these meetings.



"It looks like my other home, feels like my second family"

RFP Member

# Circle Time in the Garden

- Offered 3 times a week when Provincial Health Orders allowed in person programming.

98%

of participants reported feeling as though the family support workers had helped them identify and work towards their personal goals.





# Early Years Refugee

## Project

- Weekly sessions were held through a blend of in person and virtual programs.
- Conversation Circles created connection, breaking down isolation.
- Parent Education classes allowed refugee families to learn about life in Canada
- Gifts cards and meal support provided much needed help to financially vulnerable refugee families.



"They are my support system and family especially as an immigrant with no family"

RFP Member

# Thrift Store

- The doors to our Thrift Store remained closed to the general public for many months of 2020. Safety of our volunteers, many who are vulnerable seniors, was our first priority. As the year progressed and we were able to put Covid safety measures & protocols in place, we reopened.
- During the height of the pandemic Richmond Family Place Thrift Store served the Richmond community by making clothing, household items and other essentials 'available by request' from partner agencies, community partners and our own staff team. This allowed us to continue to support the needs of those impacted financially by Covid.





# Board Of Directors & Staff

**Board Chair:** Maria Robinson

**Vice Chair:** Jennifer Chin

**Board Members:**

Erica Chow

Jessica Chung

Mahvash Derakhshan

Jeff Hsiao

Masud Khawaja

Grace Luo

Sherry Sinclair

Grace Tsang

Louise Yeoh

**Executive Director:** Janice Lambert

**Office Administrator:** Valérie Allen

**Program Director:** Ruth Taverner

**Early Years Refugee Program**

**Coordinator:** Hala Kapani

**Senior Family Support Worker:** Hydi Sham.

**Parent Connections Team Leader:** Cecilia Manriquez

**Thrift Store Team Leader:** Sara Hii

**Family Support Workers:**

Maha Abdelhamid

Diane Castillo

Elaine Chiu

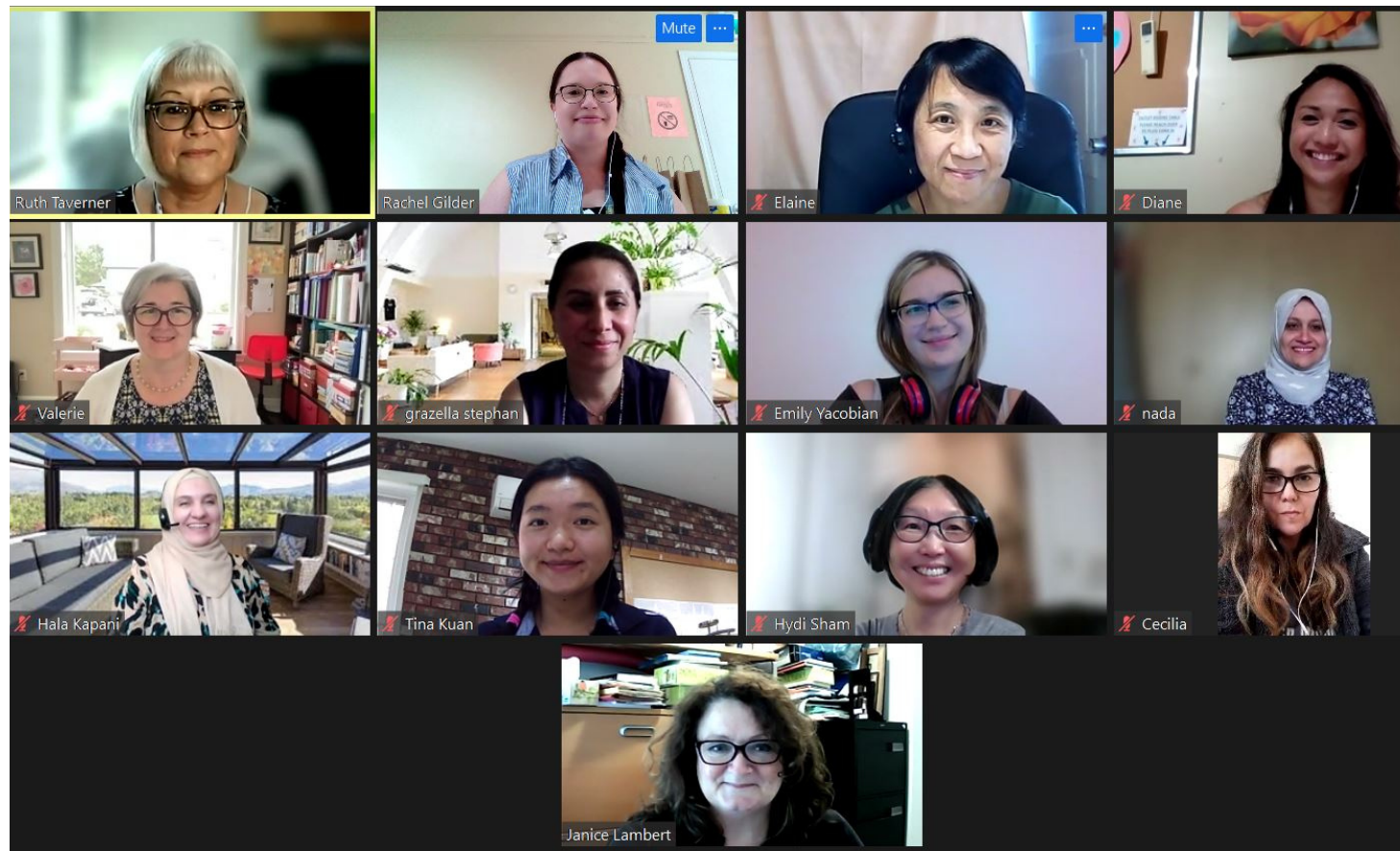
Nada Ghanim

Rachel Gilder

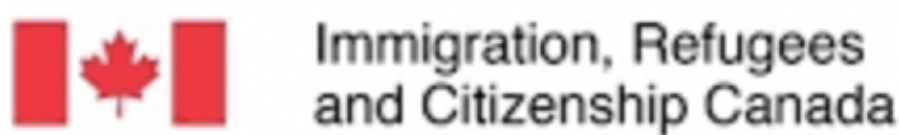
Ahmad Jaffer

Grazella Stephan

Emily Yacobian



## SPONSORS





# RICHMOND family PLACE



8660 Ash Street  
Richmond  
V6Y 2S3

[info@richmondfamilyplace.ca](mailto:info@richmondfamilyplace.ca)

604.278.4336



[twitter.com/rmdfamilyplace](https://twitter.com/rmdfamilyplace)



[instagram.com/richmondfamilyplace/](https://www.instagram.com/richmondfamilyplace/)



[www.richmondfamilyplace.ca](http://www.richmondfamilyplace.ca)

