

2022-2023
**ANNUAL
REPORT**





City of
Richmond

Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:



On behalf of City Council and the residents of Richmond, I am honoured to extend greetings to the staff and volunteers at the Richmond Family Place and congratulate everyone 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. RFP's support services and outreach programs continue 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 appreciates and applauds the RFP's significant contributions.

Congratulations for your outstanding service to our community, and please accept my best wishes for continued growth and another successful year.

Malcolm D. Brodie
Mayor

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We acknowledge that we live, work and play on the ancestral, traditional, and unceded territory of xʷməθkʷəy̓əm (Musqueam) and Hən̓q̓əmi̓n̓əm speaking people.

A letter from the Board Chair & Executive Director:

Recently it was Non-Profit Day. This day holds a special place in our hearts as we recognize the unwavering dedication and hard work of those who strive to make the world a better place. Social Value Canada states: *“Social value is the quantification of the importance that people place on the changes they experience in their lives. It is important to consider and measure this social value from the perspective of those affected by an organization’s work. Examples of this might be, the value we experience from increasing our confidence, or from living next to a community park. These things are important to us, but, are not commonly expressed in the same way that financial value is.”* (Adapted)

As another year passes it gives us the opportunity to review our own social value and contributions to the Richmond community. Families, staff, and board of directors are critical to the success of the organization, with their impact extending far into the future. We recognize and celebrate the strength, resilience, and positive life changes of all we come into contact with.

We are committed to:

- Working with integrity & responsibility, putting families first.
- Partnering in the community with humility, valuing everyone’s strengths, ideas, and practice to bring the best solutions forward.
- Providing a physically, psychologically, and culturally safe environment that promotes positive action, and learning experiences for staff, families, and the community.
- Creating programming using valid research & and education, and always implementing best practices.

Through our values, we believe in and model:

- Respect
- Transparency
- Compassion
- Quality
- Accountability

We remain focused on four key goals:

- Being family-focused
- Supporting and developing our people
- Strengthening our service provision throughout Richmond
- Being accountable

We invite you to read about our successes within this report and see how our commitments, values, and key goals have been achieved this past year. As we continue with our pandemic response and recovery, we also want to acknowledge our community partners whom we work alongside and thank them for their dedication to the people of Richmond. We really are stronger together!

Respectfully submitted,

Maria Robinson
Board Chair

Janice Lambert
Executive Director

FOCUS: FAMILY SUPPORT: THE DEFINING DIFFERENCE

WHAT IS
FAMILY
SUPPORT?

What

- Programs, information resources & services that strengthen parenting practices and the healthy development of children.

Why

- Increased parent confidence & parenting competence.
- Safe, stable & supportive families who are connected to their communities.
- Enhanced & continuous health, growth and development of children & adults in the family unit.

How

- A partnership between care giver, child & support worker.
- Support is individualized to each family based on culture, values & preferences.
- Focuses on strengths to increase family success & stability using both informal & formal delivery models.

“Building relationships with families through our programs have proven to have positive impacts on the well-being of not just the children, but the parents & caregivers that attend as well.”



“Healthy parenting and healthy child development are inextricably linked.”



We support families by facilitating ...

- Parents to have the skills & knowledge necessary to be secure in their role as parents.
- Families to establish secure, strong support networks & to be better connected to their community resulting in less isolation.
- Parents & children to have secure & healthy attachments which lead to better outcomes for children in school & beyond.
- Children’s engagement in early literacy which ensures they are kindergarten ready.
- Childhood experiences and skill building so that they may learn to successfully navigate their world



A stronger parent equals a stronger child

“Connecting with other parents about certain parenting topics has helped me learn that other parents are going through what I am also going through. I already knew that but it’s great to hear it from other parents’ as well.”

Richmond Family Place: Guiding values & practices

- Preventative services providing support to families with children 0-6 years of age. (Siblings up to 12 years old are welcome to attend with their family)
- Enhancing child & family wellbeing
- Affirming & respecting the caregiver as the 'expert' on their own child
- Every family is unique. No 'one size fits all' strategies.
- Focus on building mutually respectful & trust based relationships
- Build the capacity & confidence of caregivers through strength based approach
- Create peer to peer connection
- Develop programs in response to identified participant needs
- Increase family capacity & community networks of support
- Serve as a community hub



Having given the child time to become comfortable in their new environment, and with new people, they were much more engaged when we re-approached them... This was a great reminder to always make sure we are supporting families where they are at, and providing them with what they need...



PROGRAM HIGHLIGHTS FROM 2022-23

Community space for our offsite programs remained a lingering impact of Covid-19 this year. We decided to get creative! Always ready for a challenge, we increased programming at our Main Site on Ash Street, designed a year round outdoor program at Paulik Park and created new (and exciting) partnerships in the community with Cambie Community centre, City Centre Community Centre & Steveston Community Centre. These locations offer us space for our Thursday evening & Friday afternoon programs and our special focus program Circles of Connection & Care, continuing to expand our reach and accessibility for Richmond Families.

Richmond Family Place is a membership based organization. For \$25 a year (or pay-what-you-can), your family will have access to:

- All Richmond Family Place programming
- Newsletters
- Participation in special Richmond Family Place events & festivities
- The opportunity to participate in the Parent Advisory Board
- The opportunity to attend our Annual General Meeting

Click here to sign up now: www.richmondfamilyplace.ca/membership

During the year we have provided the following programs:

- **Baby Babble** (in partnership with Aspire: Infant Development Program)
- **Curbside Support**
- **Early Years Refugee Project:** The program continued to welcome new refugees to the program, including those coming from the Ukraine, including those entering under the Canada-Ukraine authorization for emergency travel (CUAET) program, and Afghanistan. Our outreach worker was able to connect with over 20 families who qualified for our services.
- **Gardening**
- **Intergenerational Program**
- **Male Caregiver & Child** program on Saturday mornings, with a light breakfast.
- **Nobody's Perfect Parenting**
- **Parent Connections:** An 8 week training program for caregivers to learn peer support & grow their program experience.
- **Play & Learn** at various locations across Richmond, including a Wednesday evening program where we offered a light meal.
- **Play in the Park**, a year round 'all weather' outdoor program
- **Sing & Play**
- **Summer Park Programs**
- **Toddler Time for Chinese Speaking Families** (in partnership with Touchstone Family Association & Richmond Public Library)
- **Virtual Meal Program**



THRIFT STORE:

The volunteer-run thrift store provides a significant source of income for Richmond Family Place programs. It enables the community to purchase items at very low prices and provides clothing and household items, free of charge, to families needing help through our partner agencies.

We are always looking for more volunteers. Interested? Email valerie@richmondfamilyplace.ca or click this link to apply: www.richmondfamilyplace.ca/volunteer-application.

Impact Story Spotlight:

A mother, who regularly visited RFP with her a 3-year-old girl, was expecting a second baby. This cheerful & sociable mother regularly discussed the pregnancy progress with me. A few months before the baby was born, she disclosed that, due to financial challenges, they had nothing for the baby. RFP staff started collecting helpful items from donations we received. The family was very grateful for all the support. After baby was born, I kept in touch with the family through the father. He would sometimes bring the older child to play, giving the mother an opportunity to rest at home. The family was still in need of baby items. Going to our thrift store we were able to support them further. This mother had a difficult recovery from the birth, but after 3 months, she finally visited out programs with the new baby. She had come to introduce her new baby, but didn't stay long, however she really wanted to thank us all the support she received. She shared that the emotional support received at RFP made her feel very special, during an extremely vulnerable period. She had tears in her eyes as she thanked me.

The power that RFP gives us to support families is priceless and one of the greatest rewards of this work.

—RFP Staff Member

NEW OPPORTUNITIES:

Positive Discipline in Everyday Life Parenting (PDEP):

In the spring of 2022 PDEP reached out to RFP with an invitation to participate in a roll out of facilitator training for the new trauma informed PDEP program. In partnership with the Public Health Agency of Canada, PDEP were increasing their reach into Western Canada and identified RFP as a host site for this program. Excited to bring this 'made in Canada' parenting program to the West Coast, we jumped on board and in January 2023, 11 RFP staff were trained, along with staff from other agencies. Since then, we have offered 4 Positive Discipline in Everyday Parenting programs and have more planned for the fall of 2023.



Circles of Connection & Care:

As a response to the aftermath of Covid-19, we started offering a new program called 'Circles of Connection & Care'. Through generous Red Cross funding, this program is aimed at building resiliency, skills and a mental wellness 'toolbox' for families & their children. 8 week cohorts of families & children provide an opportunity to explore wellness practices, share lived experience and promote community resources to support health & wellness. Families can also access 1:1 support from Peer Support workers through this program.



Looking Ahead:

Thanks to a successful Community Services Recovery Fund grant, during the 2023 – 24 year we will be implementing 'Operation Adaptation', an exciting opportunity to work closely with contracted experts who will guide us in an organization wide capacity audit. The results of this in depth process will help inform a strategy to strengthen existing practises, recommendations for technology upgrades and shed light on Covid-19 responses that should be integrated into everyday work.

WHAT OUR PARENTS ARE SAYING:

99%

of parents said Family Support Workers share helpful & important information

100%

of parents gained new knowledge that changed their family life for the better

98%

of parents feel more connected to their community & other families

100%

of parents feel staff respect their personal and cultural beliefs

93%

of parents said their conversations with Family Support Workers helped support changes that they see in their lives

100%

of parents said they would recommend RFP to others



THE YEAR AT A GLANCE:

16,688 *individual visits*

1,378 *seniors served*

7,016 *families served*

8,396 *children served*

1,817 *program hours*



“As a program facilitator, witnessing children’s development brings me great joy. It is heartening to see the positive impact of our programs, not only in supporting children’s development but also in fostering connections between family to family.”



MEET OUR STAFF AND BOARD



Staff

JANICE LAMBERT

Executive Director

VALERIE ALLEN

Administrative Coordinator

RUTH TAVERNER

Program Director

VICTORIA LIU

Family Support Worker

DIANE CASTILLO

Family Support Worker

HALA KAPANI

Early Years Refugee
Project Coordinator

MAHA ABD EL HAMMID

Family Support Worker Early
Years Refugee Program

RACHEL GILDER

Family Support Worker

FERHAN AKTAR

Outreach Worker
Early Years Refugee Program

EMILY YACOBIAN

(Mat leave)
Family Support Worker

JULIA BALDIVIESO

Family Support Worker

CRAZILA STEPHAN

Family Support Worker Early
Years Refugee Program

NADA GHANIM

Family Support Worker Early
Years Refugee Program

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STEPHANIE MARTIN

OUR FUNDERS & DONORS:

Funders:



Donors:



Thank you to all our individual and monthly donors for their support.

"All the workers are so amazing and we truly miss going to the classes when we can't attend."





STAY CONNECTED:

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-  twitter.com/rmdfamilyplace
-  604.278.4336

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