



2023 Annual Report

Ensuring every child in Richmond reaches their full potential.





City of
Richmond

Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:

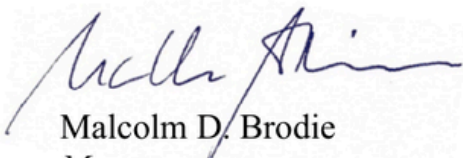


On behalf of City Council and the residents of Richmond, I am honoured to extend greetings to the staff and volunteers at the Richmond Family Place and congratulate you all on another successful year.

The Richmond Family Place (RFP) has been a constant resource for Richmond families for 45 years and I admire the many years of excellence you have provided to our community. As a non-profit multi-service family resource, the RFP plays a critical role in the City of Richmond; continuing to enhance strengths, facilitate growth and to promote healthy development with families, youth and children.

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 Richmond Family Place's significant contributions.

Congratulations again on 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

Message from the Board Chair & Executive Director

The 2023-24 year was full of change that rippled out through staffing, funding, programming, volunteers, professional development and much, much more. Navigating change can be challenging, it also offers the possibility of growth, new vision & fresh starts.

In January 2024, RFP navigated the significant change of executive leadership, as Janice Lambert stepped down as Executive Director to enjoy a slower pace of life. The legacy of her 17 years with Family Place will have influence for many years to come.

We invite you to read Janice's reflections on change in her letter below and to review our year here at RFP through the lens of change in this annual report. In the words of Bob Dylan, "For the times they are a-changin'."

Respectfully,

Maria Robinson, Board Chair

Ruth Taverner, Executive Director

Message from our former Executive Director, Janice Lambert

I was invited to share a few thoughts for this year's annual report on the theme of change. Reflecting on my 17.5 years at Richmond Family Place (RFP), I recognize that change can be both unsettling and an opportunity for growth.

I began at RFP in 2006 at the old Gilbert Road building, and we were excited when the City of Richmond provided us with the Debeck House location, offering expanded program and office spaces for future growth. Since then, RFP has significantly expanded, introducing various programs and locations, including lunch and dinner meal programs, full-day programs, a refugee program, an enhanced peer support program, and numerous community-based initiatives. We

have continuously worked closely with community partners to collaborate and deliver new programs through early years funding.

There have been impressive strides in supporting families within Richmond. Over the years, new programs addressing transportation challenges and food insecurity have been crucial for combatting hunger, addressing child development, and ensuring families have their basic needs met. Increased availability of programs, parent support and education during non-traditional hours is another significant improvement that acknowledges the diverse schedules and needs of families.

The peer support program has been a powerful tool for building community resilience. By involving parents directly in these programs, it allows them to gain valuable experience, build confidence, and enhance their sense of belonging—potentially even opening doors to new career paths. Becoming cultural brokers in the refugee program is especially impactful because it leverages parents' unique cultural knowledge and lived experiences, enabling them to support the bridging of communication and cultural understanding.

Organizationally, throughout my tenure, we've seen the introduction of new staff roles and the significant growth in our culture of learning, idea sharing, and trust. Our team has been exceptionally adaptable, embracing new methods and roles to meet the needs of families. They have navigated logistical challenges and worked effectively across various Richmond locations to provide excellent family support. I am especially grateful for their dedication during the COVID-19 pandemic, as we swiftly transitioned to online and curbside support to ensure the health and well-being of everyone involved and providing support to an extraordinary number of new families.

RFP has formed new collaborative partnerships with other relevant organizations to offer comprehensive support to families by pooling information and resources from multiple sources. This strategy improves the quality and relevance of the content by integrating diverse perspectives and specialized expertise.

Change, though often challenging, is essential for an organization's growth and continued relevance. I am proud of all we have accomplished together, deepening the roots within Richmond and confident in RFP's bright future under new leadership with continued community support. It will always hold a special place in my heart as you move forward under the leadership, vision, and inherent integrity of Executive Director Ruth Taverner and the Board of Directors for many years to come.

With gratitude,

Janice Lambert

Former Executive Director

Organization Overview

We believe that a stronger parent equals a stronger child.

With a focus on strength-based parenting and secure parent-child attachments, we provide innovative prevention and support programs for families with children 0-6 years and siblings up to 12 years old.



9,721

Children served



1,771

Seniors served



100%

of families said they would
recommend Richmond Family Place

We are grateful to work, play, and live on traditional territories of the x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and selílwitulh (Tseil-waututh) and həńqəmińəń speaking people.

How We Support Families



Our Values

Our programs are open to all families.

We recognize all families deserve support.

Our programs complement & build upon other community services.

We provide opportunities for families to build relationships & explore resources.

Our programs encourage mutual assistance & peer support.

We create spaces for families to share in a safe, confidential manner.

Our programs are strengths-based.

We believe parents & caregivers know their child best.

Our programs are culturally aware, safe, and competent.

We reflect the cultural diversity of our community & invite visitors to share their values, beliefs, and traditions.

→ **19,584**

Individual visits

→ **8,062**

Families served

→ **1,755**

Program hours

"Richmond Family Place has positively contributed to a safe and healthy social environment for my children to grow up in. I have benefitted, too."

Richmond Family Place has been the place where I always appreciate new moments of learning through songs and games. They encourage growth and help to make my dreams grow, too."

-RFP Family

Staff Departures: Hala and Elaine

At the end of May, we said farewell to long-time Richmond Family Place staff members, Hala and Elaine. Hala was with RFP for 15 years as part of our Early Years Bridging Program, and Elaine was a Family Support Worker for 6.5 years.

Summer Event

Our 2023 Summer Event was themed, "Let's Get Moving Together." We celebrated with physical literacy, activities, dancing, music, and more. Thank you to the City of Richmond Neighbourhood Grant for helping us put on this event!

Staff Retreat Day

On September 15, our staff ventured to London Farm for a day of team building & bonding. We enjoyed the beautiful setting, while playing games, doing team building, and reviewing the past year.

Winter Event

Let it snow, let it snow, let it snow! On December 9, we had a very snowy Winter event. Families enjoyed a variety of activities & goodies, including: a winter photo booth, snow shovelling, Build a Snowman, gingerbread decorating, Starbucks hot chocolate & more!

Staff Departure: Janice

Ending 2023, we said a heartfelt goodbye to our Executive Director, Janice. Janice faithfully served Richmond families for 17 dedicated years and we are proud to carry on her legacy in the work we do.

Pro-D Day

In May 2023, we gathered staff on our Pro-D Day to increase staff comfortability in facilitating programming across all weather conditions. We ventured to Garry Point with Jeff Willis to learn on the land and try out new outdoor techniques.



Year at a Glance

Positive Discipline in Everyday Parenting

In 2023, we launched Positive Discipline in Everyday Parenting (PDEP), a Canadian parenting program, and trained all staff as facilitators. Over the course of the year, we ran four cohorts, one of which was in partnership with Touchstone: Pathways to Hope.



Circles of Connection & Care

To combat increased mental health challenges after COVID-19, we partnered with the Canadian Red Cross to run eight cohorts of Circles of Connection & Care. Through various wellbeing activities, we helped caregivers and children learn about what makes them feel connected, confident, and courageous.



Climate Support

With the support of Vancouver Coastal Health and the Provincial Health Authority of BC, we were given the opportunity to work with Spur Communication on a Climate Emergency Response Plan. We also received an air purifier and air conditioning unit from VCH to support our Main Site operations in extreme heat conditions.



Year at a Glance

SVP Vancouver

In November 2023, we started a new partnership with SVP Vancouver. With the help of their Early Years Innovation Fund, we are curating 'Pre-Natal: Circles of Support' launching in October 2024. We are currently in our Pilot Phase..



Community Services Recovery Fund

The Community Services Recovery Fund was launched in 2023 to help charities adapt post-pandemic. With the grant, we commissioned an organization-wide audit that identified areas of strength, infrastructure need and goals for our strategic plan. From this, we updated organization and governance manuals, and developed a JEDI framework.



Welcoming Volunteers Back

In 2023, we slowly began to welcome volunteers back into our programs. After the pandemic, we restarted our recruitment process, opting for a centralized system and training program to ensure consistency amongst our wonderful volunteers.



A Year of Changes: Programs

All Day Play & Learn

With increased MCFD funding, we initially opened All-Day Play & Learn in late 2019, but had to shut down programs shortly after due to COVID-19. In the years that followed, we have had to navigate new health & safety protocols in order to safely reopen our meal programs. We were ecstatic to reintroduce All-Day Play & Learn in 2023 to provide more accessible opportunities for families to drop-in at their convenience. A combination of open-ended play, Circle Time, and gathering around food, All-Day Play & Learn is a well-loved program by Richmond Family Place visitors.

Circles of Connection & Care

In 2023, we had the pleasure of collaborating with the Canadian Red Cross to deliver 8 cohorts of mental health support through Circles of Connection & Care.

Families had the opportunity to explore tools to manage and improve their mental wellbeing, after an increase of mental health challenge post-COVID. Program activities included: painting, yoga, dancing, nature walks, cultural interests & more. Together, caregivers were reminded that happy, confident parents translate into happy, confident children!

Parenting Programs

In 2023, we launched Positive Discipline in Everyday Parenting (PDEP). PDEP, a Canadian program, was “designed to help parents learn how to teach children effectively, while respecting their rights.” The program helps guide healthy child development, strong parent-child relationships, and inform non-punitive approaches to problem solving.

We trained all staff as facilitators in PDEP and ran four programs in 2023, one of which was in partnership with Touchstone: Pathways to Hope. The program was extremely well-received by families!

“Restarting All-Day Play & Learn was great news for families that consistently join with their toddlers for Circle Time, but have late naps. They were excited to have a longer program that can work with their schedule.”

-Family Support Worker



73%

connect to the community & other families



93%

enjoy time with their child



81%

find parenting information or advice



86%

provide their children with activities that help them learn

of families strongly agree that RFP has helped them:



Scan to see our current monthly schedule

“I really enjoy when Richmond Family Place staff share their own experiences as parents. It makes me feel like they understand my struggles and share in my frustrations as a new mom. It is deeply refreshing to hear real, true stories from parents who have lived through it. Parenting now feels less lonely and I am grateful for this community.”



A Year of Changes: Partners

Parent Connections

Our highly successful Parent Connections program trained six new Peer Support Workers four Cultural Brokers to offer extra support in our programs. During this past year, Peer Support Workers contributed their skills to regular programs and the Canadian Red Cross project, Circles of Connection and Care.

“Being a Peer Support worker at Richmond Family Place is an opportunity to accompany other families in their parenting journey, as they did in the past for me. Each smiling child encourages me to continue dedicating that valuable time. I don't feel guilty when I am not at home with my children. They are seeing me at my best, pursuing my goals and my dreams.”

-Peer Support Worker

Pre-Natal Program

In November 2023, we started a new partnership with SVP Vancouver. With the help of their Early Years Innovation Fund, we are curating a new Pre-Natal Program, known as Circles of Support. We are currently in our Pilot Phase.

Launching in October 2024, our Pre-Natal Program intends to provide an welcoming, inclusive & community-centred space for pregnant families. Here, pregnant folks can learn and grow alongside a group of other families, professionals, and family support workers.

As SVP notes, “Our Early Years Innovation Fund invests in organizations supporting children under age 6 and their families. We recognize that intervening during this formative time can alter the trajectory of a child's life and can lead to an estimated 10x social return to society over time.”

Climate Emergency Response Plan

Vancouver Coastal Health and the Provincial Health Authority of BC supported us to participate in a Climate Emergency Response Plan project. We were one of eight non-profits given the opportunity to work with Spur Communication on the development of an emergency plan for becoming climate resilient and able to offer uninterrupted services during a crisis.



Meet Us: Our Staff & Locations

Richmond Family Place is open to all families! Programs are delivered at our Main Site and many other locations throughout Richmond. Drop-in to meet our Family Support Workers, learn about community resources, and form friendships with other local families.

Did you know that we operate on a membership basis? Membership plays a crucial role in supporting our organization. For \$25 a year (or pay-what-you-can), your family will have access to:

- All RFP drop-in programs
- Parent Education classes
- Special events
- Meal programs
- Curbside support
- Community visitors
- Voting rights at our AGM
- Participation in our Parent Caregiver Advisory Council



Scan to learn more about membership



Our Staff

Executive Director

Ruth Taverner

Administrative Coordinator

Valérie Allen

Program Coordinator

Diane Castillo

Team Lead: Early Years Bridging Project

Maha Abdelhamid

Parent Connections Team Leader

Cecilia Manriquez

Family Support Workers

Rachel Gilder

Crazila Stephan

Nada Ghanim

Emily Yacobian

Leon To

Hamsa Jaser

Outreach Worker Early Years Bridging Project

Hoda Gouda

Locations

- Main Site: 8660 Ash Street
- Hamilton Community Centre
- Sea Island Community Centre
- Steveston Community Centre
- City Centre Community Centre
- Seedlings ECD Hub
- Brighthouse Library
- Cambie Library
- King George Park
- Paulik Park
- Minoru Park
- Garden City Park

Our Supporters & Operations

Funders



Donors

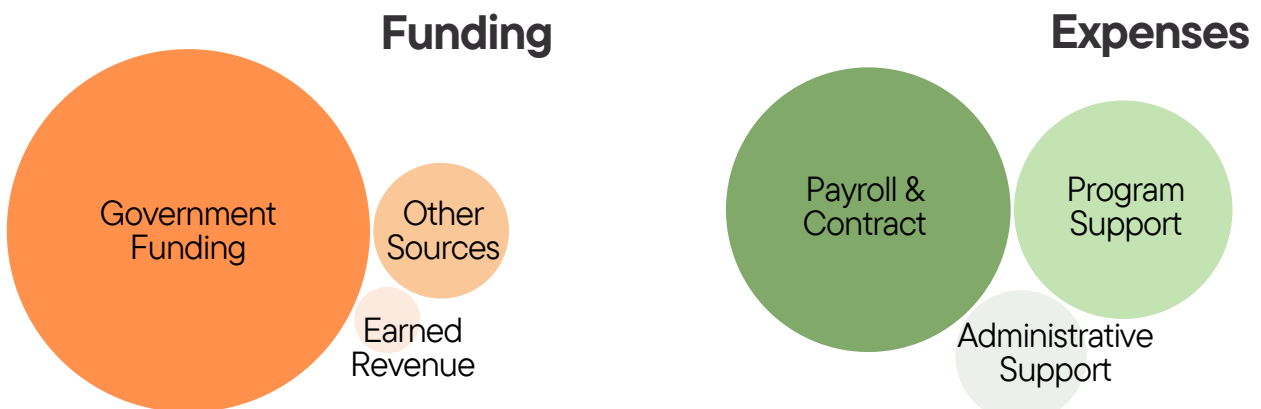


We would also like to thank all of our individual and monthly donors for their support!

In-Kind Donors



Our Financials





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