



RICHMOND WOMEN'S RESOURCE CENTRE

**Annual Report
2008 – 2009**

**110 – 7000 Minoru Blvd.
Richmond, BC V6Y 3Z5
Tel: 604 279 7060
Fax: 604 279 7069**

Richmond Women's Resource Centre Association

ANNUAL GENERAL MEETING 2009

Wednesday, May 20, 2009

The Caring Place
Room 340 – 7000 Minoru Blvd. Richmond

AGENDA

- 6:30 PM **Registration**
- 7:00 PM **Open – Charlotte Diamond (Entertainment)**
- 7:10 PM **Annual General Meeting**
1. Call to Order and Approval of Agenda
 2. Approval of Minutes of Previous AGM, May 14, 2008
 3. Annual Report
 4. Auditor's Report
 5. Stand Down of Previous Board
 6. Election of Board Members
 7. Other Business
 8. Closing Remarks
 9. Adjournment
- 7:45 PM Volunteer Recognition
- 8:05 PM Followed by Refreshments & Entertainment with Ivy Group

Richmond Women's Resource Centre Association

Annual Report

May 20, 2009

Thank you to our staff, volunteers, facilitators and board.

This is my last report as president of the Richmond Women's Resource Centre Association. I am stepping down tonight but I hope to stay on the Board of Directors in an outreach and liaison capacity.

I feel truly honoured to have served the membership for the last two years. And I am humbled by the energy and enthusiasm shown by our members, program facilitators, volunteers and board members for the work of the Women's Centre.

I'd especially like to thank **Florence Yau** and **Suzan Burke**, our staff members, who have shown incredible dedication and imagination in moving the Women's Centre to where it is today - growing and vibrant.

I also want to thank our program facilitators for growing our programs over the past year. They are: **Sue Rose, Vicky Sun** and our new facilitators **Marie Tamby, Sarah Ross, Laurie McEwan, Jenn Farrell and Carmen Lung**.

I am grateful for the dedication of our Board of Directors for their term in office. They are: **Reg Brennan, Marielle Demorest, Leah Eckford, Colleen Glynn, Grace Hsueh, Rita Knapp, Barb Knodel, Lindsay Setzer, Magnolia Villalobos, Iveta Williams and Charlene Wong**. Thanks for your all hard work in ensuring the Centre kept operating.

I would also like to thank our Honorary Board: **Angela Schira, Charlotte Diamond, Devine Elden, Itrath Syed, Mabel Tung** and **Neeta Sandhu** for their generosity in donating venues, enlisting donors, fundraising and promoting our programs and services. Their presence enhances our visibility in the community. Their well-known community presence has drawn more interest to the work we do for women in Richmond. Please welcome **Margaret Cornish** to our Honorary Board, I look forward to working with Margaret on our future plans.

Please join me in thanking everyone who makes our programs and services possible: the staff, volunteers, facilitators, board, donors, and of course, members like you.

Accomplishments in 2008-2009

Funding

I am pleased to report that in the last year we have increased our funding base by about \$50,000, with increases to our regular grants (**BC Gaming** and **City of Richmond**) and with new grants and donations (such as **Vancity**, **Coast Capital Savings**, **Richmond Rotary Sunset Club** and **Richmond Community Foundation**). The vast majority of the funds go directly into delivering our programs and services. But with the help of Rotary Sunset, we have established a special fund earmarked for furnishing the Richmond Women's Shelter (once it is built). We have also established an **Endowment Fund** with Richmond Community Foundation. **We will be promoting the endowment fund shortly and will keep you informed so you can help the Centre to become a self-sustaining entity.**

Outreach and Liaison

We have forged new mutually beneficial relationships with the **Richmond Art Gallery**, **Memories Thrift Store** and **ROSE (Remember Our Sisters Everywhere)**. We partnered with the **Richmond Review/ Richmond Community Foundation** to select the second ever recipient of their scholarship for women. We are currently in discussions with the **Vancouver Filipino Women's Centre** to start up a support program for Filipino nannies. We are also working with **Memories** and **Table 38** on a 2010 Olympics project that will put Richmond on the map as an exciting, engaging and socially progressive community.

By working together on common projects and initiatives, we have strengthened our relationship with community agencies and groups such as: **Family Services of Greater Vancouver**, **Chimo Crisis Services**, **Richmond Multicultural Concerns Society**, **Family Place**, **Volunteer Richmond Information Services**, **Richmond Civic Engagement Network**, **Peoples Law School**, **Richmond Family Violence Prevention Network**, **Richmond Secondary School**, **St. Albans Anglican Church**, **Richmond Poverty Response Committee** and **Richmond Affordable Housing Task Force**.

Advocacy

In the last year we have actively supported the **B.C. Living Wage** campaign and the **Open Letter on Poverty Reduction** to advocate for decent wages and living conditions for women and their families. We have also worked with other Richmond groups to advocate for more **Affordable Housing**. We continue to speak out about **Child Poverty** in Richmond-which is sadly one of the highest rates in BC- and advocate for a "Made in Richmond" poverty reduction strategy. Finally, we have been working very hard to promote the need and the means for a **Women's Homeless Shelter** in Richmond. We are currently in negotiations with the **City of Richmond**, **BC Housing** and **Family Services of Greater Vancouver** and the parties are committed to opening a shelter in 2009.

Growing New Programs

We are particularly proud of the establishment and/or growth in the following programs over the last year: **Work Ready** work experience program for immigrant women, **Hot Ink** Creative Writing for Teen Girls program, **Speakers Series** on various topics of interest to women and our newest project, the **Richmond Shares** website.

Continuing Programs

We continue to offer our popular programs and services: **Volunteer Training, Information and Referral, Computer Training, Peer Support, English Conversation, French Women's group, Single Mother's support group, Grandmothers support group, Ivy Cultural group and Income Tax preparation.**

Appendix 1: As per RWRC Bylaws, please see Stand-down of Previous Board and Slate of 2009-2010 Board.

Respectfully submitted

De Whalen

President, RWRC

APPENDIX 1:

STAND DOWN OF 2008-2009 BOARD

- Reg Brennan
- Marielle Demorest
- Leah Eckford
- Colleen Glynn
- Grace Hsueh
- Rita Knapp
- Barb Knodel
- Lindsay Setzer
- Magnolia Villalobos
- De Whalen
- Iveta Williams
- Charlene Wong

SLATE FOR 2009-2010 BOARD

- Reg Brennan
- Anne Christian
- Marielle Demorest
- Colleen Glynn
- Grace Hsueh
- Rita Knapp
- Barb Knodel
- Mary Scott
- Lindsay Setzer
- Magnolia Villalobos
- Patricia Wang
- De Whalen
- Iveta Williams
- Charlene Wong

ADMINISTRATIVE MANAGER REPORT

As we look back over the past year, 2008 has been an exciting year for the Richmond Women's Resource Centre with the addition of new program, strengthened communication and new partnership initiatives.

New Program

In addition to our existing programs, we started a new employment program funded by Vancity called the Canadian Work Experience Program for Immigrant Women (Work Ready Program). This is a 3-month intensive program that includes: office and computer training, business English and communication, workshops, volunteer and practicum experience. By the end of November 2008 we graduated our first Work Ready participants. The current session of Work Ready commenced in April, 2009 and is expected to finish by June 2009.

Strengthened Communication

Thanks to the hard work and dedication of our newsletter committee which includes: Gail Thompson, Laurie McEwan and Suzan Burke, we are now able to strengthen our communication link by publishing quarterly newsletters. This has enabled us to keep our members and friends informed.

Thanks to Charlene Wong, we are delighted to have a new look in our brochure and we are grateful for Patricia Wang's help in translating the brochure into Chinese.

New Partnership

In March, 2009, we had a celebration event for the partnership with the Memories Thrift Store. The welcome party was a success. It marked the beginning of a partnership to explore different opportunities that will enhance the work of both organizations.

Volunteers

I want to specially thank all our volunteers for contributing to the Centre in many different ways with their talents and dedication. Their contribution has no doubt made a significant impact in assisting us to offer all the programs and services to make women's lives better. Thank you volunteers for making it possible!

Looking forward, we are grateful to have received fundings from Coast Capital for the Richmond Shares program in April, 2009. The Richmond Women's Resource Centre took over the administration of Richmond Shares since June 2008 from the Richmond Poverty Response Committee. Richmond Shares is a unique web-based service to provide opportunities for Richmond residents to give year-round by donating free goods for low-income residents. The goals of the program is to promote the website and service, to adequately support the matching of donors and recipients so that we can reach the potential for helping low-income people.

Respectfully submitted,
Florence Yau

Words From Our Volunteers

I have been volunteering at the Richmond Women's Resource Centre since last October. I first came here around November 2007 to become a member, which I did eventually become. Unfortunately, I could not attend any of the courses I was interested in, because of the fact that they were during the day which did not work for me as my daughter was still 6. She attended school for two hours every day. But, when she started to go full time in September, I decided it was time to go back to work.

Being a newcomer here, I thought it would be better to volunteer first. I came here because I already knew about the programs and services the Women' Resource Centre provided. I was especially interested with the women to women and this seemed like the ideal place to do it. I could gain skills as well as lose the fear of working in a foreign country where I barely know the language. A lot of work related things are different from where I came from. Not knowing many people also puts me at a disadvantage as I could not get people to refer me while in the process of job searching.

In my country, I worked in all kinds of areas such as the hotel industry, restaurants, travel agencies, and then eventually to owning and running my own business. After all that, I seemed to have forgotten to do simple things such as sending faxes, using the printer, or even make photocopies. Volunteering here, at RWRC is great as it helps me remember all these simple things. In the beginning, I was scared to answer the phone, but now I have become more confident.

Since I started volunteering here, I have had the opportunity to meet people from different parts of the world. It has been very interesting to get to know them and talk about their cultures. I think this is a good place to volunteer because it has given me the opportunity to learn new things and at the same time brush up upon things I have forgotten to do. Also, if I happen to make a mistake, I know no one will judge me but teach me the right way instead. That's why I feel safe and comfortable here.

I took the Work Ready Program that was offered here in January 2009. It was very helpful, as well as resourceful. I learned a lot. I am very grateful to Suzan for teaching and giving me the confidence I needed to lose the fear of failing.

- Bianka Coronado

Words From Our Volunteers (cont.)

I have been volunteering at the women's resource centre for almost six years. My main duties include taking care of the office recycling, paper shredding, vaccuming the office and answering the phone whenever I am needed.

I enjoy helping others and meeting new women the most. I get to talk to women from different cultures

and with different backgrounds, share their experiences with me.

I feel Richmond Women's Resource Centre is a safe and secure place where I get to express myself and share my ideas and opinions with the other volunteers and staff. Overall, volunteering here is a fun and amazing experience that I'm happy and proud to be a part of. Each day of volunteering teaches me new things.

I'd like to thank all the staff and volunteers for letting me volunteer and share this joy.

– Anastasia Gaurilova

Richmond Women's Resource Centre

ANNUAL REPORT
April 2008-March 2009

FACILITATOR: Marie (Hasha) Tamby
PROGRAM: English Conversation Class
DAY: Monday
TIME: 1 to 3 pm

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April to August	N/A
September	Getting to Know Each other through exercises. Breaking the Ice. Followed by Reading Comprehension activity using "The Westcoast Reader".
October	Thanksgiving Potluck Lunch. Oral presentation in small groups on "A Trip You Went On or Will Go on". Function of news in society – sharing/comparing/exchanging values and ideas with group discussions. Also worked on exercises about different occupations and value topics – e.g. "Tell us about who is a good friend" etc.
November	Reading Activity – Westcoast Reader. Christmas celebration discussion for the RWRC Newsletter. Worked on action verbs. Played the game "Radio" followed by basic grammar exercises.
December	Walked over to Richmond City Hall to look at decorated Christmas trees. Talked about the trees, decorations and traditions. Potluck Christmas lunch, followed by discussions about different types of food and traditions.
January	Holiday vocabulary and discussions related to vacations. Group work on how to get directions and ask for directions – interactive. Discussions around various topics such as food, experience living in Canada etc.
February	Reading and exercises from "The Westcoast Reader". Sentence making from the vocabulary in the articles in the journal. Continued with more exercises. Left for 3 weeks to go to Paris.
March	Worked on nouns – common and proper with exercises. Continued with exercises and reading activity "The Westcoast Reader".

Please provide on average the number of participants who attended each week: 10 to 13

The average number of participants who attended on a weekly basis
Some weeks there have been up to 20 students.

Please type your recommendations and suggestions for this program. Use no more than 500 words.
Please list what materials or supplies you would like this program to have.

It would be wonderful to have more resources like "The Westcoast Reader" with exercises and worksheets with simple/basic grammar, as the students can take this home with them and keep it as a reference. The Conversation Class is popular with the students and does provide a safe place for women, especially older women to interact with each other and speak up. But there are times when some of the women (especially from the Middle East and some Asians) who hardly speak any English (because they are shy, not used to being asked questions directly) generally need more time to do even the simple tasks of vocabulary/grammar exercises they are asked to work on.

Obviously, this is not an issue when there are few students and enough volunteers, we then have more time to focus on them and help them understand better. But when we have a big class of 15 or more students, then there's not much time to focus on these beginner students. They lag behind.

Ideally, it would be a good idea to have 2 levels on Mondays from 12 to 1 for beginners and 1 to 3 for intermediate/upper intermediate students (the beginners could stay on for another hour to put into practice what they learned earlier).

Suggestion: Instead of 2 hours, make it 3 hours on Mondays (depending on budget).

Please make any other comments here:

I would recommend a writing class for the intermediate students as this is a very important component to learning a new language.

Richmond Women's Resource Centre
ANNUAL REPORT
 April 2008-March 2009

FACILITATOR: Sarah Ross
PROGRAM: Work Ready Program
DAY: Tuesday
TIME: 12:00 – 3:00

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April, May, June, July	Not Applicable
August	Intake Interviews – 5 candidates
September	Orientation Grammar & 10 Principals of Effective Letter Writing Making a Good First Impression & the Communication Process Computer Training – Word 2 hrs./wk Conversation Class – 2½ hrs./wk RWRC Volunteer Work
October	Grammar & Business Letter Writing Practice Effective Listening Skills, Communication Across Cultures & Communication with People with Disabilities Computer Training – Excel 2 hrs./wk Conversation Class – 2½ hrs./wk RWRC Volunteer Work
November	RES Workshop VanCity Presentation
December	Intake Interviews – 6 candidates
January	Orientation Grammar & 10 Principals of Effective Letter Writing Making a Good First Impression & the Communication Process Computer Training – Word 2 hrs./wk Conversation Class – 2½ hrs./wk RWRC Volunteer Work
February	Grammar & business letter writing practice Effective Listening Skills, Communication Across Cultures & Communication with People with Disabilities Computer Training – Excel 2 hrs./wk Conversation Class – 2½ hrs./wk RWRC Volunteer Work
March	RES Orientation & Meetings with Case Manager VanCity Presentation

Please provide on average the number of participants who attended each week: 5

The average number of participants who attended on a weekly basis

Please type your recommendations and suggestions for this program. Use no more than 500 words.

More time is needed to teach basic writing skills to the level required for employment in an office environment. More hands-on computer training with up-to-date software would help participants to become more employable.

Please list what materials or supplies you would like this program to have.

Office 2007 Software
Six Business English Textbooks to be used by participants during the course of the program

Please make any other comments here:

It is a pleasure to be involved with the Richmond Women's Resource Centre, but it is a pity that funding is always so limited, as this restricts the services that can be provided.

ANNUAL REPORT
April 2008-March 2009

FACILITATOR: Marielle Demorest
PROGRAM: French Speaking Women's Support Group
DAY: Wednesday
TIME: 10:00 am to 12:00 noon

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April	Plan the Year – “Movie Theme” Violence against women discussion
May	Convention of French speaking women at Nelson – 300 women
June	Trip to Steveston Meet French Merchant at hospital 2 nd hand store
July	Celebrated Jean Baptiste with association Meet every Wednesday for breakfast all year round
August	Meet every Wednesday at White Spot in Richmond Centre for breakfast all year round
September	Visit to Terra Nova Gardens and Bird Sanctuary
October	Celebration of Life for Claudette Play a game of Euker (a card game)
November	Movie: Emily Carr Westcoast artistit
December	Potluck Dinner and Movie “Joyeux Noel” very well received
January	No meeting
February	Madame Johnston - Reflexologist
March	Catou Levesque “Run your own business”

Richmond Women’s Resource Centre

Please provide on average the number of participants who attended each week: 6-10

The average number of participants who attended on a weekly basis: 6-10

Please type your recommendations and suggestions for this program. Use no more than 500 words.

Thank you for your support
Better attendance on Saturdays
Would like French lessons
Would need alot of advertising for at least 6 months
Marie would be an excellent teacher for tall age groups

Please list what materials or supplies you would like this program to have.

Please make any other comments here:

Richmond Women's Resource Centre

ANNUAL REPORT
April 2008-March 2009

FACILITATOR: Vicky Sun
PROGRAM: Ivy Women Cultural Group
DAY: Wednesday
TIME: 1:30-4:30pm

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April	Chinese traditional dancing classes, Body shade training; singing 20 people / weekly
May	Singing class, Dancing, Body exercises 15p/weekly
June	Visiting Senior House, Chinese traditional Dancing classes 18p/weekly
July	Body shade training, singing, dancing classes 21p/weekly
August	Visiting Minoru Senior Home in Richmond; Chinese traditional Dancing classes; 20p/ weekly
September	Chinese traditional Dancing classes, Singing, Body shade training Performances in South Arm Park for supporting donation party. 20p/ weekly
October	Chinese traditional Dancing classes, Singing, Body shade training. 18p/weekly
November	Chinese traditional Dancing classes, Singing, Body shade training. 20p/weekly
December	Performances in Richmond Centre; Chinese traditional Dancing classes, Singing, Body shade training. 16p/ weekly
January	Chinese traditional Dancing classes, Singing, Body shade training. 14p/weekly
February	Chinese traditional Dancing classes, Singing, Performance for Chinese Community. 18p/weekly
March	Chinese traditional Dancing classes, Singing, Body shade training. 20p/weekly

Please provide on average the number of participants who attended each month:77

The average number of participants who attended on a weekly basis: 18

Please type your recommendations and suggestions for this program. Use no more than 500 words.

We try to find someone to donate our group for financial support, such as the facilities and performance clothing.

Please list what materials or supplies you would like this program to have.

We need some text information to advertise Ivy group activities in RWRC regularly, except the flyers. Also more introductions to the public are necessary.

Please make any other comments here:

None

Richmond Women's Resource Centre

ANNUAL REPORT April 2008-March 2009

FACILITATOR: Anita Law/Jenn Farrell

PROGRAM: Hot Ink

DAY: Wednesdays

TIME: 3:00 pm – 5:00 pm

Monthly Activities 2008-2009	DESCRIPTION
April - June	This part of the program was run by Anita Law who did an amazing job with the youth. As a result of Anita's passion she was able to contact she was able to get funding from Simon Fraser Public Interest Research Group and the Canada Millenium Scholarship fund for the publication of a magazine. This magazine was entitled "Hot Ink" and is full of poetry written by the girls and published as part of the program wind up. Each of the girls received a copy of the magazine. Another positive result of this program was that each of the girls elected to become members of the RWRC.
October (2008)	Initial start-up of program, admin and recruiting.
November	Establishing program goals, weekly sign-in and other admin. Students brought in books they liked/disliked for discussion. Benefits of journaling. Exercises: "the disappointing gift", "my bad habit", list poems, and poetry in the round.
December	Children's books discussion, memory and metaphor, reinterpreting the past to "fictionalize our lives." Using concrete, descriptive, evocative language. Exercises: "a letter to my childhood self", flash fiction.
January	Overview of the workshopping process, and learning to read fiction critically. How to edit your own work. Using constructive feedback with others. Role models in fiction, media portrayals of teen girls. Exercises: describing unsavoury characters with humanity, writing setting and point of view, and "things I have lost".
February	Contemporary poetry, poetry in response to music, found poetry, field trip to poetry and fiction reading in Vancouver on February 12. Exercises: love letter to an inanimate object that brings you happiness, poem of apology when you aren't really sorry, music poem, list poem, found poetry from other poetic works.
March	Discussion and planning for Hot Ink magazine, planning for Art Gallery field trip and upcoming guest speaker. Exercises: poetry in response to photographs and found images.

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 17

The average number of participants who attended on a weekly basis: 4-5

Please type your recommendations and suggestions for this program. Use no more than 500 words.

I think if this program started closer to the beginning of the school year, it might give us more time to get committed students on board for a longer period of time. Attrition rises in the spring, even with committed students, due to increasing demands on their time (especially the grade 12s). While the program could be restructured as a drop-in, it would lose a certain feeling of closeness and the cumulative learning and building on new skills. One way to get and keep students engaged would be really encourage younger girls to participate (i.e., grade 10s), since they're not as busy with their post-secondary planning as the older girls and may also stick with the program through multiple years.

Please list what materials or supplies you would like this program to have.

I've purchased writing notebooks for the girls to use in or out of class, and on occasion purchased newspapers or other materials to use in in-class exercises. Most materials used are readily available in the classroom, although there have been certain DVDs and teaching resources that are difficult for me to obtain through conventional means (libraries, etc.), and it might be worth making a purchase of these materials to use in future iterations.

Please make any other comments here:

I adore the Hot Ink program and the young women who are a part of it! While it has been a small group this year, their involvement and commitment to the program has been fantastic. The girls represent a wide range of backgrounds and interests and all bring something unique to every class. I am always surprised and impressed by the conversations that occur—to call things “lively” would be an understatement! I also believe that Hot Ink is more than just a writing class for some—that the program gives them an opportunity to be honest and explore some difficult emotions in a safe environment. They are a great group of talented girls and I hope to work with them again next year, as well as getting even more girls involved.

Richmond Women's Resource Centre

ANNUAL REPORT
April 2008-March 2009

FACILITATOR:Sue Rose
PROGRAM: Single Mothers Support Group
DAY: Wednesdays
TIME: 6:15 pm – 8:15 pm

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April	Mary Kay, Pastor – Religion “The Secret” DVD/Speaker about secrets
May	Personality Test/Touch base with members Meditation/nurse
June	Bellydancing Nurse
July	Party at my house Self defense
August	Summer off
September	Touch base with members all month
October	Future Topics/Energy exercise Assertiveness time management “Food Matters” Ridge Theatre
November	Touch base with members Healthy Brain Self defense - THEO
December	Dancing lessons Christmas party at my house
January	Centre closed from middle of Dec to Jan 8 th Touch base with members all month
February	“Borders” DVD for adults/motivationals Health nutrition expert speaker
March	Single Fathers Experience “Boundaries” DVD discussion/

Please provide on average the number of participants who attended each month: 30

The average number of participants who attended on a weekly basis: 4 - 10

Please type your recommendations and suggestions for this program. Use no more than 500 words.

Please list what materials or supplies you would like this program to have.

Tea, which we receive
Money for snacks, which we receive

Please make any other comments here:

Richmond Women's Resource Centre

ANNUAL REPORT
April 2008-March 2009

FACILITATOR: Marielle Demorest/Carmen Lung

PROGRAM: Grandmothers' Support Group

DAY: Thursday

TIME: 1p.m. to 3 p.m.

Monthly Activities 2008-2009	DESCRIPTION <i>(please briefly summarize themes, or basic work you covered each month and include special field trips you did or any other extra training, or information you covered with your participants)</i>
April	FACILITATOR:MARIELLE Foods from different countries Brought recipes of bread and samples
May	Talked about medical credentials in Canada Looked on internet for Doula's, alternates
June	Home remedies around the world Dr. Mia Mia was a great resource
July	Summer off
August	Summer off
September	Roles of granmothers from different countries Education of Children
October	Took group to Steveston. Had ice cream and had a chat with the bakery owner who was from Austria
November	No Facilitator
December	No Facilitator
January	No Facilitator
February	NEW FACILITATOR:CARMEN I presented a material related to the family tree including also the basic legal notions or names attributed to people with different social status.
March	I worked on the advertising of the program that included: a three month activity proposal; four newspaper ads; two printed ad models (letter format); and the distribution of 100 flyers and 11 ads in our community.

Please provide on average the number of participants who attended each week: 4-8

The average number of participants who attended on a weekly basis: 3

Please type your recommendations and suggestions for this program. Use no more than 500 words.

Perhaps the hours are not the most convenient for the potential participants. Usually, people have lunch at 12:00p.m. Some people may have their lunch at home other people may go out with friends. After lunch some people may need some rest. Also, people who go out may need more than one hour to take their lunch with their friends or they may not have enough time to arrive at the group meeting. In addition, if the weather is bad probably people would better stay home or go home after lunch rather than come to the group meeting. Probably a better time would be from 10 a.m. to 12p.m.

Faciltator will need a strong working knowlege of the English Launauge. It is important to involve participants in workshops, have them share experiences and hopes.

Please list what materials or supplies you would like this program to have.

Based on my personal experience as a member of a group or as a student, I have always been happy and eager to see movies and documentaries related to certain issues. A DVD and TV set would be a good thing for a large number of events or presentations, not only for this program. Audition would be a pleasant activity too. The inconvenient is that such activities may interfere or disturb the daily activities that are taking place in the building.

Please make any other comments here:

The biggest challenge for gathering people is the language. I met people who were shy because they thought that their English level was not high. Other people did not want to come because they said they didn't need any English lessons. Another challenge is the economic crisis. Some people said they started to work in order to improve their income. Other people started to take care of grandchildren in order to help their families.

Some people did not feel very safe to go out for the time being. Others wanted to volunteer not to be part of a group.

Total Volunteer Hours
April 2008 – March 2009

No.	Month	Number of Volunteers per Month	Total Volunteer Hours
1	April 2008	18	175.5
2	May 2008	24	182.75
3	June 2008	23	201.75
4	July 2008	18	209.50
5	August 2008	16	173.00
6	September 2008	19	188.00
7	October 2008	22	223.25
8	November 2008	25	211.50
9	December 2008	18	96.25
10	January 2009	23	193.25
11	February 2009	22	168.75
12	March 2009	24	210.00
Total	Fiscal Year	252	2233.5

During the 2008 – 2009 Fiscal year we have had the privilege of working with 64 amazing women. They have added a vibrant and diverse atmosphere to the Richmond Women's Resource Centre. We would like to thank each and every one of them personally for their enthusiasm and support of women in their community. Without them this centre would not be the same.

RICHMOND WOMEN'S RESOURCE CENTRE

ANNUAL STATISTICAL REPORT FROM APRIL 2008 TO MARCH 2009

of Indiv

ISSUES	Phone	Drop-In			Total	
Abuse	14	10			24	
Childcare/ Parenting	19	22			41	
Divorce/ Separation	23	17			40	
Employment	24	51			75	
Health	17	13			30	
Housing (temporary shelter)	2	2			4	
Housing (emergency shelter)	6	3			9	
Housing (affordable housing)	13	8			21	
Immigrant Services	3	11			14	
Legal	22	20			42	
Mental Health	17	18			35	
Other	100	78			178	
Poverty	12	17			29	
TOTAL	272	270			542	
PROGRAMS/GROUPS	Phone	Drop-In	Program Participants	TOTAL		
CAP Program	4	150	40	194		
Computer Training	31	95	154	280		
English Conversation	56	164	514	734		
English Writing Group/Hot Ink	11	61	248	320		
French Speaking Support Group	9	12	245	266		
Grandmothers Group	6	23	63	92		
Income Tax Assistance	32	43	16	91		
IVY Women's Cultural Group	6	33	934	973		
Peer Support	17	34	9	60		
Single Mothers Support Group	30	21	283	334		
Work Experience	44	54	129	227		
TOTAL	246	690	2635	3571		
SUPPORT	Phone	Drop-in	Program Participants	TOTAL		
Advocacy	12	10	1	23		
BWSS	65	72	150	287		
Membership	24	56	106	186		
Other	13	19	18	50		
Volunteer Program	29	128	631	788		
TOTAL	143	285	906	1334		
OTHER	Phone	Drop-in	Program Participants	TOTAL		
Office Use	26	94	55	175		
Networking	88	108	21	217		
Special Events	71	15	45	131		
Workshops	6	6	14	26		
Reference	3	9	10	22		
House Keeping	17	11	15	43		
Other Information	81	89	27	197		
TOTAL	292	332	187	811		
GRAND TOTAL	953	1577	3728	6258		