



RICHMOND WOMEN'S RESOURCE CENTRE

**Annual Report
2010 – 2011**

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Richmond Women's Resource Centre

ANNUAL GENERAL MEETING 2011

Thursday, May 19, 2011

The Caring Place

Room 340 – 7000 Minoru Blvd, Richmond

AGENDA

6:30 pm **Registration**

7:00 pm **Opening**

Entertainment: Emily Zhong (Ming's Voice Musical Art Society)

7:10 pm **Annual General Meeting**

1. Call to Order and Approval of Agenda
2. Approval of Minute of Previous AGM, May 20, 2010
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** by Ivy Group and Jenny (Ming's Voice Musical Art Society)

Richmond Women's Resource Centre

**Annual General Meeting Minutes
May 20, 2010**

Present: Approximately 50 members, guests and friends

Staff: Florence Yau and Suzan Burke

Special Guest: Malcolm Brodie, Bill McNulty, Jennifer Larsen, Olive Bassett, Martha Juillerat, Tammy Lindahl, Debbie Vincent, Colin Chau, Andy Li

Opening remarks by Mayor Malcolm Brodie. De Whalen introduced the guests, and musical opening by Cherelle Jardine.

1. Call to order by President Colleen Glynn. Agenda adopted as presented.
2. Minutes of the previous annual general meeting adopted as presented.
3. Annual Report, see attached.
4. Auditors Report is in the package.
5. Stand down of the previous board
6. Election of new Board Members

Nominations received for:

Reg Brennan, Marielle Demorest, Colleen Glynn, Rita Knapp, Barb Knodel, Charlotte Li, Linda Ramsey, Mary Scott, Magnolia Villalobos, Patricia Wang, Iveta Williams, De Whalen, Charlotte Wong, Elainah Breitenstein, Heather Hett
M/S/C That we accept all the nominees.

7. Other Business

Mary Scott on our Funscrip initiative. Bill McNulty on a financial initiative. De Whalen on our endowment fund. Reg Brennan on the Peace Quilt.

8. Closing remarks and volunteer recognition followed by entertainment with Linda Hamade and refreshments.
9. Meeting adjourned 8:15pm

Richmond Women's Resource Centre

Annual Report

May 19, 2011

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

My name is Colleen Glynn and I am pleased to have served the membership for the past year in the capacity of President.

I would like to thank our dedicated staff members, **Florence Yau, Suzan Burke, Penny Menezes** and our Bookkeeper **Fanny Tam**, who have managed, coordinated and supported all our programs and services to the women of Richmond.

I want to thank our program facilitators for serving our programs over the past year. They are: **Marielle Demorest, Jeet Dusanj, Linda Hamade, Laurie McEwan, Janene Preston, Sarah Ross, Vicky Sun, Marie Talmey, Gail Thompson, Patience Tsai, Milagros Davila and Tanyss Knowles.**

Thanks also to our 2010 Board of Directors: **Reg Brennan, Marielle Demorest, Grace Hsueh, Rita Knapp, Barb Knodel, Charlotte Li, Linda Ramsey, Mary Scott, Magnolia Villalobos, Iveta Williams, De Whalen, Jennifer Gerves-Keen and Charlene Wong.** Thanks for all your hard work! I want you to know that this is a hands-on Board and they collectively put in more than 1145 hours of volunteer time in the last year.

I would also like to acknowledge and thank our Honorary Board: **Margaret Cornish, Charlotte Diamond, Devine Elden, Neeta Sandhu, Angela Schira, Itrath Syed and Mabel Tung** for lending their names and visibility to the RWRC and for promoting our programs in the community.

Finally, a BIG thank you to all our **Volunteers** who help keep the programs going and spread the word about the good work done at the Women's Centre.

Accomplishments in 2010-2011

Funding

Despite the challenging financial climate, we have managed to keep our funding levels consistent. Again this year we received grants from **BC Gaming, the City of Richmond, Vancity and Coast Capital Savings.** All funds go directly into delivering our programs and services. Our Richmond Community Foundation **Endowment Fund** is in its third year of operation. This fund will eventually enable us to be self-sufficient. Donations are gratefully accepted of course!

Continuing Programs

Continued funding enables us to offer our many popular programs and services, such as **Volunteer Training, Information and Referral, Computer Training, Peer Support, English Conversation, Les Femmes Francais, Single Mother's Support Group, Grandmothers Support Group, Ivy Cultural group, Income Tax preparation, Hot Ink, Work Ready and Richmond Shares.**

Richmond Women's Resource Centre

Outreach and Partnerships

We have grown our relationships with the **Richmond Art Gallery, Memories Thrift Store, ROSE (Remember Our Sisters Everywhere), The Richmond Review, Richmond News and The Richmond Community Foundation.**

We continue to foster a working relationship with **Richmond Hospital and Richmond Health Services** so our Work Ready students can gain volunteer practicum experience in a patient-care setting. We have established a rewarding relationship with the **Richmond Public Library** for our Literacy program where the library provides staff expertise and the venue and we introduce women to the library.

We continue to foster relationships with Richmond's community agencies such as: **Richmond Community Services Advisory Committee, Family Services of Greater Vancouver, Richmond Poverty Response Committee, Richmond Food Security Society, Richmond Affordable Housing Task Force, Richmond Literacy Committee, Richmond Civic Engagement Network, Richmond Family Violence Prevention Network, Chimo Crisis Services, Richmond Multicultural Concerns Society, Volunteer Richmond Information Services, Richmond Secondary School and St. Albans Anglican Church.**

Advocacy

The RWRC has set an example for Richmond Employees by becoming a Living Wage employer. We challenge all employers in Richmond and especially the City of Richmond to become a Living Wage Employer. We continue to advocate for poverty reduction, affordable housing, eliminating child poverty and women's shelter in Richmond. We look forward to our next year and the undoubtable challenges it will bring.

Appendix 1: As per RWRC Bylaws, please see Stand-down of Previous Board and Slate of 2010-2011 Board.

Respectfully submitted

Colleen Glynn
President, RWRC

Richmond Women's Resource Centre

APPENDIX 1:

STAND DOWN OF 2010-2011 BOARD

- Reg Brennan
- Marielle Demorest
- Colleen Glynn
- Rita Knapp
- Barb Knodel
- Charlotte Li
- Linda Ramsey
- Mary Scott
- Magnolia Villalobos
- Patricia Wang
- De Whalen
- Iveta Williams
- Charlene Wong
- Heather Hett
- Elainah Breitenstein

SLATE FOR 2010-2011 BOARD

- Marielle Demorest
- Colleen Glynn
- Barb Knodel
- Linda Ramsey
- Mary Scott
- Iveta Williams
- Heather Hett
- Gemma Hui
- Ramina K. Arora

Richmond Women's Resource Centre

ADMINISTRATIVE MANAGER REPORT

This year the Richmond Women's Resource Centre continues to strengthen and deliver programs and services that make a difference in women's lives in our community.

Continued funding enables us to offer popular programs and services such as English Conversation, Computer Training, Information and Referral, Volunteer Training, French Speaking Women's Support Group, Grandmother's Support Group, Single Mother's Support group, Hot Ink Creative Writing for Teens, Ivy Cultural Group, Community Volunteer Income Tax, Peer Support, Canadian Work Experience Program and Richmond Shares.

Here are some highlights of some of our progress: Thanks to the continued funding support from Vancity, we were able to offer the Canadian Work Experience Program for the third consecutive year after its initial launch in 2008. This popular 3-month intensive program includes: office and computer training, business English and communications, workshops, volunteer and practicum experience. We also welcomed our new administrative assistant Penny Menezes who is a recent graduate of the program.

With the funding support from Coast Capital Savings Credit Union, Richmond Shares had a successful year in promoting the web-based service to provide opportunities for Richmond residents to give year-round by donating free goods for low-income residents. By the end of the one year funding period, the project had doubled the no. of matches from last year to a total of 254 matches.

New funding from the Walk BC Grant and the Richmond Community Literacy Grant enabled us to offer two new programs this year: "Air & Share", a walking program for women to increase the overall health in the communities. "Let's Read Together" is a literacy program for South Asian women and their children. This program reaches out to women to help them feel welcome and comfortable in the community while discovering new experiences and forging friendships with other women.

Finally, I wish to thank the staff/ facilitators and all our volunteers for their commitment and dedication to enable us to deliver our programs and services. Many of the volunteers contributed their time, talents and diversity to help build the work at the Centre. Thank you volunteers! We are grateful for the resources we have and are looking forward to another year of strength!

Respectfully submitted,

Florence Yau
Administrative Manager

Richmond Women's Resource Centre

Words From Our Volunteers

Why do you volunteer with RWRC?

Carolyn Chen:

First, as a woman, I know how hard sometimes the life for a woman is, I'd like to contribute my little effort to do something for women.

Second, I volunteer here because I can get myself more involved into the society. I can make some friends here; learn to get along with women from different cultures etc.

Third, the people in RWRC are all very friendly, and it is a nice place to do the volunteer work. I have been volunteering for over 4 years and I love being a part of RWRC. I contribute to the centre by giving my time and knowledge, which is always appreciated. RWRC is like a family- a home away from home for all women.

Marife Manlutac:

I started volunteering at RWRC as part of the Work Ready Program. This helped me learn office skills and interact with different people.

At present, I volunteer on two days doing office work and helping with Richmond Shares. As a new immigrant, looking for a job is very stiff, so being at the centre is a good way to keep myself busy, learn new skills, practice and give back to the community.

I enjoy working with Richmond Shares because as part of this program, I match donors and recipients, and the challenge of matching up donors/recipients gives me the satisfaction of achieving a goal. And I believe when you give, you receive much more!

Lastly, being with RWRC, I feel valued. My work is appreciated and helped me develop as a person, boost my self confidence, and get more communication skills.

Jenny Shu-Chen Ma:

First of all, I would like to say thank you to all the women working or volunteering at the centre. You are all beautiful with big hearts. It is because of your giving and teaching with patience, while I was in the Work Ready Program last year, that I have now got into volunteering work. Ever since, it has changed my perspective to life. I have become more alive and full of energy to live each day to its fullest. This has also influenced my son and he is now changing into a responsible person. I continue to volunteer with Minoru Senior Residential Care and Richmond Shares. I like volunteering with Richmond Shares as I can help new immigrants to find things for free. It has made me happy, contented and proud to be the woman I have become. And, sisters, if I can do it, you can too!

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Pei-Chun Tsai
PROGRAM: Grandmother's Group
DAY: Tuesdays
TIME: 9:30am-11:30am

Monthly Activities 2010-2011	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	We had COSCO do a presentation on elder abuse
May	Provided health information from BC Senior's Guide; participants filled out survey form on expectations; introduced healthy eating & did quiz questions
June	Visited Steveston Museum Richmond Art Gallery – Artist Trading Cards
July	Outing to London Heritage Farm Workshop on Canadian Food Guide
August	Outing to Britannia Shipyard; cooking session: vegetable rolls
September	Benefits and services for seniors; preparation for Open House on Oct 20
October	Open House Visited the Richmond Art Gallery to see the Waterscapes exhibit
November	Presentation from Child Care Resource and Referral Visit Richmond Art Gallery and Richmond Public Library
December	Workshop with COSCO: Medication awareness for seniors; learning English; Christmas party
January	English conversation. Social event (singing) and exercise
February	Chinese New Year celebration. Workshop with COSCO: "Emergency Preparedness"
March	English conversation. Self-care, watch "Autumn Gem" (film)

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 68

The average number of participants who attended on a weekly basis: 17

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

The group is now growing strong. The grandmothers are getting to know each other and extend their social life. They are full of energy and are eager to learn. We started the English conversation in December, using resources from Richmond Library, and it goes well so far. As the number of attendance is staying between 15 and 20, I hope that we may have more to spend on refreshment for each meeting. In addition, if this group becomes more social and peer support oriented, I think weekly meeting will be good for the grandmothers. That is, the grandmothers will have one morning a week, in a fixed day of the week, to meet each other and support each other. On the approach of strengths and empowerment, I find many of the grandmothers have their strengths and specialties such as singing, cooking, encouraging each other and so on. If the funding is available, weekly meeting will be better for grandmothers to participate in the community.

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

I would like to have a small library or language resources of English books/CDs for grandmothers to review English conversation at home. It will be much better if these language resources are related to Canadian geography or multicultural society in Canada.

Please make any other comments here:

The goal of this grandmothers' group is to reach isolated senior population in Richmond. Mary and I are still quite aggressive about extending the group into South Asia or Russian communities if possible. Although the grandmothers now are almost Chinese-speaking, we hope that more cultures will be brought into the group or another grandmothers' group in other languages will be formed in the future.

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Hasha Tamby / Milagros Davila
PROGRAM: English Conversation
DAY: Mondays
TIME: 1:00pm—3:00pm

Monthly Activities 2010-2011	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	"Westcoast Reader" exercises
May	Reading comprehension; "Westcoast Reader" exercises; conversation about weekend activities; exercises on basic grammar; getting students to speak up; food vocabulary; potluck lunch
June	"Westcoast Reader" exercises
July	No Classes – Summer Break
August	No Classes – Summer Break
September	Introducing Ourselves & Others; Practice Formal & Informal Greetings in Conversations; Nationalities; Practice Saying & Spelling Numbers (1-100), Letters, Objects
October	Spelling Names; Thanksgiving; "My Family;" Halloween Reading Discussion"
November	"Everyday Activities;" "Talking About Places in our City;" "Outdoor Locations and Directions;" "What Time Is It?"; "Foods and Drinks"
December	"Foods and Drinks;" "At the Restaurant;" Christmas puzzles & carols
January	"Daily Activities," "Dates," "Talking About Clothes," "More About Clothes." Idioms
February	"Asking and Giving Information," Describing People" Talking about Jobs," "Our Talents and Abilities," Idioms
March	"Parts of the Body," "Using the Telephone," "The Weather," "Sports and Exercises" Idioms

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 68

The average number of participants who attended on a weekly basis: 17

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

- I would suggest making surveys to know if the course fulfills participants' expectancies. At the same time, the facilitator would be evaluated too.
- We have participants at different levels of language proficiency. It is a bit hard for the very basic ones to integrate when the group has already started several weeks before. At this point, I would suggest dividing the group in beginners and upper beginners.
- Participants are interested in learning vocabulary, grammar, and phonics as well. The centre should consider offering a course for these specific areas.

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

- White board supplies: board markers, eraser, marker board cleaner (liquid).
- Coloured sheets of paper and construction paper.
- Glue sticks
- Image projector
- Books recommended for the facilitator:
 - Talk Time: Everyday English Conversation. Book 1 &2 by Susan Stempleski.
 - Basic Tactics for Listening by Jack C. Richards.
 - Person To Person (Starter and Book 1) by Jack C. Richards.

Please make any other comments here:

- The Westcoast Reader is a very useful material. It is interesting and easy to understand. Very good activities proposed to the facilitator.
- The office should keep a file with the worksheets and resources used in classes (available for the following facilitator).

Richmond Women's Resource Centre

ANNUAL REPORT

April 2010 – March 2011

FACILITATOR: Sarah Ross
PROGRAM: Work Ready Program
DAY: Wednesday
TIME: 12:00 – 2:30

Monthly Activities 2010-2011	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	Intake Interviews (7 candidates) - Orientation Grammar & 10 Principals of Effective Letter Writing Making a Good First Impression & the Communication Process, Telephone Techniques, Effective Listening Skills Computer Training – Word 2 hrs./wk Job Search Skill Class – 2½ hrs./wk RWRC Volunteer Work
May	Grammar & Business Letter Writing Practice Empathetic Listening Skills, Communication Across Cultures & Communication with People with Disabilities Computer Training – Excel 2 hrs./wk Job Search Skill Class – 2½ hrs./wk RWRC Volunteer Work
June	VanCity Presentation Computer Training – Excel more functions - Outlook 2 hrs./wk Job Search Skill Class – 2½ hrs./wk RWRC Volunteer Work
July/August	Design new schedule and calendars for next session. Distribute poster to Richmond libraries and community centres. Prepare VanCity Report
September	Intake Interview s (7 Candidates) - Orientation Grammar & 10 Principals of Effective Letter Writing Making a Good First Impression & the Communication Process, Telephone Techniques Computer Training – Word 2 hrs./wk Job Search Skills Classes – 2½ hr./wk RWRC or Minoru Residence Volunteer Work
October	Grammar & Business Letter Writing Practice Effective Listening Skills, Empathetic Listening Skills, Communication Across Cultures & Communication with People with Disabilities Computer Training – Excel 2 hrs./wk Job Search Skills Class (Career Coaching) – 2½ hrs./wk RWRC or Minoru Residence Volunteer Work
November	VanCity Presentation - Each One Teach One Computer Training – Excel more functions – Outlook 2 hrs./wk Job Search Skills Class – 2½ hrs./wk RWRC/ Minoru Residence Volunteer Work

Richmond Women's Resource Centre

December	Revise schedule and calendars for next session. Distribute poster to Richmond libraries and community centres.
January	Intake Interviews (8 Candidates) Orientation Grammar & 10 Principals of Effective Letter Writing Making a Good First Impression & the Communication Process Computer Training – Word 2 hrs/wk Job Search Skills Class (Career Coaching) – 2½ hrs./wk RWRC or Richmond Hospital Volunteer Work
February	Grammar & General Writing Practice Telephone Techniques & the Communication Process, Effective Listening, Empathetic Listening, Communication Across Cultures Computer Training – Excel 2 hrs/wk Job Search Skills Class – 2½ hrs. RWRC or Richmond Hospital Volunteer Work
March	Grammar & General Writing Practice Communication with People with Disabilities Computer Training – Excel more functions - Outlook 2 hrs/wk Job Search Skills Class – 2½ hrs. RWRC or Richmond Hospital Volunteer Work

Please provide on average the number of participants who attended each month: 24

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

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

The Job Search Skills class has been modified to include more hands-on training related to goal setting, employment sites and interview questions with less emphasis on personality profiling. Participants are now being offered individual half hour sessions with a career counsellor to help them better develop their resumes. A good relationship is being established with the Richmond Hospital and Richmond Health Services for volunteer opportunities. So far, two participants have successfully taken advantage of these placements. At present, I feel that the volunteer work offered at Memories Thrift Store is not sufficiently enriching, and therefore does not meet the needs of most of the Work Ready participants.

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

There has been a problem with the quality of the whiteboards provided by Caring Place, i.e. they are nearly impossible to erase. It has been suggested that facilitators use flip chart paper, and I am therefore requesting that flip chart paper and pens be made available for teaching.

Please make any other comments here:

As Facilitator of this Program, I am still endeavouring to convey the message to participants that it is very important to develop and demonstrate good work ethics. In the past year, most women participating in this Program have proven to be much more professional in their behaviour, but there are still unfortunately a few exceptions.

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Marielle Demorest
PROGRAM: French Speaking Women's Support Group
DAY: Every Wednesday /Every third Saturday
TIME: 10:00 am to Noon/1:00 to 3:00 respectively

Monthly Activities 2010-2011	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	Visit from REP from French Women's Group in BC
May	Movies: The Big Fish A Father Story
June	A visit to all the French Speaking business owners at Steveston
July	Summer Break Continue Wednesday breakfast meeting at White Spot
August	Summer Break Meet French visitors from all over the world
September	Met at Terra Nova to visit the herb garden and the Birds
October	Comic Pellerin from Montreal recalls old Canadian ways in French
November	Supported Remembrance Day ceremony at L'Ecole Navogateurs. Joined in Women's Centre Fundraiser Immigration Experience
December	Joined in the Christmas Party at the Women's Centre "Winter Fete"
January	Visit the Art Centre to see the exhibits of French Canadian art
February	Movie: Life of Marie Antoinette Participants brought information on her life
March	Marielle's "Non Birthday Party" Conference of 2 French speaking MP/1 from Victoria and the other from Montreal.

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 35

The average number of participants who attended on a weekly basis: 7

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

Lots of demand for French lessons
One of our members gives French lessons from her home 1 hour a week
We encourage participants to volunteer at RWRC and participate in RWRC activities
We help find accommodation, household effects and jobs

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

Thanks for keeping our files and thanks to the staff for their support

Please make any other comments here:

All French women are thankful for the support they get from Richmond Women's Resource Centre

Richmond Women's Resource Centre

ANNUAL REPORT

April 2010- April 2011

FACILITATOR: Vicky Sun
PROGRAM: Ivy Women's Cultural Group
DAY: Wednesday
TIME: 2:00-4:30pm

Monthly Activities	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	Regular dancing classes; Chinese traditional dancing class, body shade exercises.
May	Fashion Show with models wearing Chinese traditional Cheong-Sum Chinese traditional dancing class, body shade exercises.
June	Chinese traditional dancing class, body shade exercises. International standard dance class
July	Chinese traditional dancing class, body shade exercises. International standard dance class
August	Chinese traditional dancing class, body shade exercises.
September	Chinese traditional dancing class, body shade exercises.
October	Chinese traditional dancing class, body shade exercises.
November	Singing training and Yoga exercises Chinese traditional dancing class, body shade exercises.
December	Chinese traditional dancing class, body shade exercises.
February	Chinese traditional dancing class, body shade exercises.
March	Chinese traditional dancing class, body shade exercises.

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each week: 56

The average number of participants who attended on a weekly basis: 14

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

In 2010, Ivy Group activities focused on providing a place to set up regular classes for more Chinese immigrants, such as Chinese traditional dance and body shade exercises. New immigrants are looking for opportunities to make friends, get information and help to begin their life in Canada.

The Ivy Group provides an opportunity for women to de-stress, become more positive and healthy through dance/exercise.

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 2010-March 2011

FACILITATOR: Shalon Sims/Tanyss Knowles
PROGRAM: Hot Ink
DAY: Thursday
TIME: 3:00—5:00pm

Monthly Activities 2010-2011	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	Stream of consciousness poetry; practiced writing “bare” poems; metaphorical poetry; journal writing; brainstormed about adjectives & symbols related to experiences and emotions
May	Timed and copy-cat poems; edited, reviewed and chose poetry pieces for the magazine; talked about style and copy costs for magazine
June	Chose layout, fonts, graphics; edited poems and stories for magazine; found appropriate photos that were copyright free for magazine
July	Prepared & printed magazine; dropped off at RWRC; shared magazine; read poems; discussed summer & Hot Ink start-up in Fall
August	No Class
September	No Class
October	No Class
November	No Class
December	No Class
January	No Class
February	Team building games, Team poetry, fiction free writing, writer's block exercises, creative storytelling games,
March	Short story prompts, info about contests and submitting work to online journals, reading poetry. More recruitment at high schools in Richmond.

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 16

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

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

I would suggest opening up the program to girls in grade 9 as well. The older high school girls are very busy and seem to find it hard to commit to weekly meetings. I think the younger girls would appreciate having the opportunity to be involved.

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

Writing notebooks for the participants so that they could keep all their writing in one place.

Please make any other comments here:

This is a great program! I am really happy to be involved with it and support the girls that have signed up.

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Janene Preston
PROGRAM: Single Mothers Support Group
DAY: Thursdays
TIME: 6:00—8:00pm

Monthly Activities 2010-2011	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	Two participants (one with teenage son, other with 5-year old son) – no child-minding provided – time spent getting to know individuals & identifying issues
May	Childminding provided to 2 ½ year old boy; one mother attended with custody issues; one-to-one with mom experiencing problems with father of child – referred & recommended she receive peer counselling
June	Two women attended – 1 returning, 1 new – no childminding services needed
July	Three women attended – 2 returning, 1 new
August	Summer Break
September	One mom attended to reach/meet more people; One mom with kids is newly separated & looking for support; went over legal aid/lawyers, custody & access, cost issues
October	One parent and two children attended
November	One mother attended – interested in coming again with her daughter for child-minding
December	One mom attended who may or may not attend again as she attended as her mother recommended she attend. No mothers attended on Dec 9th and there were no sessions on Dec 16th and Dec 23rd.
January	Thursday evening sessions put on hold due to low number of moms attending. Attempted to organize a bowling night for moms with their kids. \$2.00 per person/child remaining cost covered by RWRC. No one interested in attending.
February	Thursday sessions continue to be put on hold. Time spent organizing Sat. Feb 26th afternoon workshop. This workshop provided knowledge and assistance on legal help with lawyers, court representation and paperwork. A lawyer provided an excellent presentation to 8 single moms from the Richmond community.
March	Commenced planning for May workshop on Money Skills /Financial Literacy. Anticipating 10-20 attendees.

Richmond Women's Resource Centre

Please provide on average the number of participants who attended each month: 8

The average number of participants who attended on a weekly basis: 2

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

Weekly Thurs evening sessions were made available for single moms and their children from April to Dec with August off for summer break. Nancy Higgs, Early Childhood Educator, volunteered her time and attended all sessions to provide childminding. Very few moms attended each week. Few moms brought their children. Most moms were looking to be part of a 'large' group and weren't comfortable 1:1 or with just a few moms. A number of moms just wished to get their concerns off their minds, obtain some resources and didn't return. Many moms couldn't fit the session times into their children's busy school/sports plans. Some moms were just too tired. As of January 2011, the weekly sessions have been placed on hold. Bowling evening on Jan 25th for moms/kids was not well received although I believe a larger base of moms to promote it was needed. The Feb 26th workshop was well attended and we reached more moms. Have noted that moms are connecting on-line more and more and this has been recommended by other facilitators

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

Important that the RWRC programs are promoted throughout the Community. Counsellors, lawyers and other support groups don't seem to be aware of the Single Mother's Support Group offered through RWRC. Recommend that brochures be distributed and/or emails listing programs offered may be of benefit to the Centre as a whole.

Please make any other comments here:

This program was promoted in the summer by displaying posters at community centres, libraries, rinks, a letter to the attention of Principal/PAC + brochure was dropped off to each elementary school promoting the Single Mom's support group and other RWRC programs. Nancy Higgs, childminder, was very helpful volunteering her time dropping off these brochures as well to all the churches in Richmond. I feel we did a very thorough job promoting this program in August for good start in September. It was extremely disappointing to not see the positive results of our hard work by greeting new moms and their children in September and onwards. As mentioned above, we may need to consider some form of on-line communication to reach these moms as on-line is the new and fastest form of communication.

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Gail Thompson
PROGRAM: Peer Support
DAY: Mondays & Wednesday
TIME: Approximately 10:00 am -1:00 pm

Briefly summarize work done, training provided etc.

Women who access this program are seen on a one-to-one basis anywhere from a single appointment, to several appointments over many months.

We are clear with women who are seeking support that this office does not provide "Formal Counselling" though both Diane and I were trained professional counsellors before we retired.

Topics dealt with in our sessions have a broad range that include, but are not limited to problems with: family members, housing, accessing legal information & services, employment, settlement into Canadian Culture, abuse, trauma, health issues including chronic illness, mental health, not being able to find a doctor, and negotiating Provincial and community services and bureaucracies.

Generally we (Diane and Gail) consult with each other regarding any difficulties that come up within sessions and Penny and Florence are also apprised of these situations. Most of the women who access this program are happy with it, save for us not being able to physically accompany them to appointments or formally advocate for them.

Richmond Women's Resource Centre

Please provide on average the number of persons helped each month:

The average number of persons helped each month has been six.

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

I have always thought that it would be nice to have one Peer Support person available on each of the days of the week that the office is open.

Doing this work is very difficult. In my opinion, central to this kind of work is the need to possess clear and strong boundaries. Unfortunately developing these boundaries takes a lot of time, education and skill. Expanding the program to incorporate more professionals or folks with professional training would be an asset, as would implementing an in-service, or professional development program to assist those who are currently doing the work.

The other alternative is to abandon this program altogether, but as mentioned above this is one of the programs that sets RWRC apart from other Richmond agencies and their services. And, the demand for it appears to be on the increase.

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

Apart from an increase in financial resources, to allow for more personnel and training, all the materials we need--binders, forms, telephone, computer, small room with two chairs, seem adequate and Penny and her volunteers are able to make the appointments. Of course a nicer/larger room and not having to negotiate around sharing the office with Richmond Shares, the accountant and Income Tax people at tax time would be helpful.

Richmond Women's Resource Centre

ANNUAL REPORT April 2010-March 2011

FACILITATOR: Laurie McEwan
PROGRAM: Richmond Shares
DAY: Weekly
TIME: 9 - 9

Briefly summarize work done, training provided etc.

I train volunteers for Richmond Shares. Each volunteer is instructed on how to access the phone messages, how to access the emails on the computer and how to access the web site. They also know how to find and contact volunteer drivers. They have also been instructed to use *67 when they call a donor or recipient from home. They have been instructed to direct problems or problem people to me. I also:

- Promote and market Richmond Shares services
- Daily review of emails and Richmond Shares site
- Make calls or emails to donors or clients
- Work with webmaster to enhance Richmond Shares site and respond to and alleviate problems
- Coordinate with volunteers for Richmond Shares through email/phone
- Have generated statistics on usage and made a verbal report to another agency
- Have recorded "wants" for clients called when same item came up on site or when donor asked if we needed item
- Ambassador for Richmond Shares daily with contacts and friends
- Created testimonial letters for recipients and donors for grant purposes
- Have over doubled the amount of items donated and collected from last year
- Produce RS brochure, flyer and business cards
- Coordinated volunteers for events
- Add Host Agencies and a link to their website, onto our Website using HTML code
- Visited some New Host agencies to invite them to help RS
- Sent out brochures by mail to churches and temples etc
- I work the volunteer hours for ill or away volunteers
- Host agencies call my home for me to work with them directly so they can get information more quickly

Richmond Women's Resource Centre

Please provide on average the number of persons helped during the year April 2011:

We helped over 275 recipient families/people and at least 200 donors

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

My suggestion would be to have more fuel costs paid for the volunteer drivers, maybe a km rate. We have lost volunteers due to the fuel costs.

I would like to see fundraisers or corporate company sponsorship to help pay for the fuel charges and other things for RS.

We need to have some recognition/appreciation of volunteers where food is provided.

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

Some more promotional give-a-ways.

Please make any other comments here:

I have found it difficult to entice an agency to become a Host when all they get is a web link. I have offered out my home phone # so they have better access to the information they need more quickly. One church was not too impressed. I really had to scramble but it did not work. I believe it will be difficult to get many more "Host Agencies" With transportation volunteers fuel prices I believe we will lose some more. We need money for fuel cards to offset the high price of gas.

Richmond Women's Resource Centre

Annual Statistical Report from April 2010 to March 2011

#No of Individuals

5008

INFORMATION & REFERRAL	EMAIL	PHONE	DROP-IN		TOTAL
Abuse	0	10	9		19
Childcare / Parenting	0	15	22		37
Divorce / Separation	1	24	16		41
Employment	9	23	54		86
Health	2	12	22		36
Housing	2	23	24		49
Immigrant Services	0	2	17		19
Legal	3	17	17		37
Mental Health	2	14	15		31
Other	8	113	138		259
Poverty	3	10	10		23
TOTAL	30	263	344		637
PROGRAMS/GROUPS	EMAIL	PHONE	DROP-IN	PARTICIPANTS	TOTAL
CAP Program	0	9	88	202	299
Computer Training	0	35	64	221	320
English Conversation	7	34	71	504	616
Hot Ink	2	4	10	55	71
French Speaking Support Group	1	6	25	274	306
Grandmother's Support Group	7	3	29	264	303
Income Tax Assistance	1	34	44	2	81
IVY Women's Cultural Group	0	2	11	479	492
Peer Support	8	67	48	51	174
Single Mother Support Group	16	27	12	38	93
Volunteer Program	3	30	55	578	666
Work Experience	12	27	89	289	417
Richmond Shares	0	55	21	61	137
Air & Share	1	7	4	73	85
Career Coaching	0	1	13	14	28
Literacy Group	2	1	1	4	8
TOTAL	60	342	585	3109	4096
OFFICE	EMAIL	PHONE	DROP-IN	PARTICIPANTS	TOTAL
Membership	0	2	29	42	31
Office Use	2	16	80	33	98
Networking	3	20	41	12	64
Special Events	30	19	19	222	68
Workshops	1	4	22	35	27
Reference	0	16	13	2	29
Housekeeping	44	21	71	101	136
Other Information	10	62	81	11	153
TOTAL	90	160	356	458	1064
GRAND TOTAL	180	765	1285	3567	5797

includes Special Events

Richmond Women's Resource Centre

Total Volunteer Hours April 2010 – March 2011

MONTH	NO. OF VOLUNTEERS	NO. OF VOLUNTEER HOURS
April 2010	35	283.75
May 2010	38	363.75
June 2010	36	355.00
July 2010	20	154.75
August 2010	27	264.25
September 2010	40	337.75
October 2010	38	363.50
November 2010	33	279.90
December 2010	33	203.45
January 2011	38	294.50
February 2011	33	245.60
March 2011	37	376.45
TOTAL:	408	3522.65

During the 2010 – 2011 Fiscal year we had the privilege of working with over 65 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 the women in their community. Without them this centre would not be the same.