



# **RICHMOND WOMEN'S RESOURCE CENTRE**

**Annual Report  
2011 – 2012**

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**Richmond Women's Resource Centre**

**ANNUAL GENERAL MEETING 2011**

**Thursday, May 17, 2012**

Richmond Caring Place

Room 340 – 7000 Minoru Blvd, Richmond

**AGENDA**

6:30 pm **Registration**

7:00 pm **Opening**

**Entertainment:** Charlotte Diamond

7:10 pm **Annual General Meeting**

1. Call to Order and Approval of Agenda
2. Approval of Minute of Previous AGM, May19, 2011
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**

**Richmond Women's Resource Centre**  
**Annual General Meeting Wednesday May 19, 2011**  
**Minutes**

**Present:** Approximately 60 members, guests and friends

**Staff:** Florence Yau and Penny Menezes

**Special Guests:** Malcolm Brodie

**Regrets:** Bill McNulty

Opening remarks by Mayor Brodie. Colleen Glynn welcomed everyone and introduced musical opening by Emily Zhong (Ming's Voice Musical Art Society).

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. **Auditor's Report** – as in the package.
5. **Stand down** of Previous Board
6. **Election** of Board Members – Nominations received for Colleen Glynn, Linda Ramsey, Iveta Williams, Marielle Demorest, Barb Knodel, Mary Scott, Heather Hett, Gemma Hui, Ramina Kaur Arora. M/S/C that we accept all the nominees.
7. **Other Business** – Special recognition was given to De Whalen, past president and ardent advocate for RWRC, by Colleen Glynn, President. We will all miss De and wish her the best in her new endeavors.
8. **Closing remarks** and volunteer recognition followed by entertainment the Ivy Group and refreshments.
9. **Meeting Adjourned**

**Richmond Women's Resource Centre  
Annual Report**

**May 17, 2012**

**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 and look forward to what our new year brings.

I would like to thank our dedicated staff members, our Executive Director - **Florence Yau**, our Administrative Assistant - **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, Laurie McEwan, Janene Preston, Sarah Ross, Vicky Sun, Gail Thompson, Diane Scott, Milagros Davila, Carol Brindle, Jennifer Gerves-Keen, Tanyss Knowles, Melissa Sawatsky, Toni McAfee and Patience Tsai.**

Thanks also to our 2011 Board of Directors: **Marielle Demorest, Kay Dholoo, Gemma Hui, Ramina Kaur, Barb Knodel, Katrina Lau, Heather Hett, Linda Ramsey, Mary Scott, Iveta Williams, Chris McDowell, Katrina Lau.** 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 **535** 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, and Mabel Tung** for lending their names and visibility to the RWRC and for promoting our programs in the community. I would also like to welcome two new honorary board members: **Cherelle Jardine** and **Sibel Thrasher.**

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 2011-2012**

#### **Funding**

Despite the challenging financial climate, we have managed to keep our funding levels consistent, although somewhat lower than last year. Again this year we received grants from **BC Gaming, the City of Richmond, Vancity, Women's Inter-Church Council of Canada and CAP through Industry Canada.** All funds go directly into delivering our programs and services. Our Richmond Community Foundation **Endowment Fund** is in its fourth year of operation. This fund will eventually enable us to be self-sufficient. Donations are gratefully accepted of course!

#### **New Programs**

Due to our new funding from **Decoda Literary Solutions and the Province of BC**, we were able to establish a continuation of a very popular program this year: **Let's Read Together – Immigrant Women and Tots Reading Club**, a literacy program for immigrant 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.

## Richmond Women's Resource Centre

### Continuing Programs

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

### Outreach and Partnerships

We have grown our relationships with the **Richmond Art Gallery, ROSE (Remember Our Sisters Everywhere), The Richmond Review, Richmond News and The Richmond Community Foundation.** I am very proud to announce that ROSE is now officially a project of the Richmond Women's Resource Centre and we look forward to working with them on the very important issue of violence against women.

We established a relationship with **Richmond Hospital** so our Work Ready students can gain volunteer practicum experience in a patient-care setting. We also recently 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 continues to support the **B.C. Living Wage** campaign in Richmond, being a living wage employer ourselves, and continue to campaign for the City to become a living wage employer. We continue to advocate for poverty reduction with the **Open Letter on Poverty Reduction.** We also work with other Richmond groups to advocate for more **Affordable Housing.** We work with **First Call BC** in speaking out about **Child Poverty** – Richmond has the second highest rate of child poverty in BC. We were happy to be part of the opening of a women's recovery house in Richmond this year, donating our Rotary Sunset funds to set up the kitchen with a commercial grade dishwasher. We look forward to some concrete steps this coming year on the part of the City towards a women's homeless shelter here.

**Appendix 1:** As per RWRC Bylaws, please see Stand-down of Previous Board and Slate of 2012-2013 Board.

Respectfully submitted

Colleen Glynn  
President, RWRC

## **Richmond Women's Resource Centre**

### **APPENDIX 1:**

#### **STAND DOWN OF 2011-2012 BOARD**

- Marielle Demorest
- Colleen Glynn
- Chris McDowell
- Barb Knodel
- Linda Ramsey
- Mary Scott
- Iveta Williams
- Heather Hett
- Gemma Hui
- Ramina K Arora
- Kaynaaz Dholoo
- Katrina Lau

#### **SLATE FOR 2012-2013 BOARD**

- Marielle Demorest
- Colleen Glynn
- Chris McDowell
- Barb Knodel
- Linda Ramsey
- Mary Scott
- Iveta Williams
- Gemma Hui
- Katrina Lau
- Ramina K Arora

## **Richmond Women's Resource Centre**

### **EXECUTIVE DIRECTOR REPORT**

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. Last year was a busy year and we are proud to announce that we responded to over 6,000 women in need. We also enjoyed the support and participation in many of our events and celebrations such as the International Women's Day, workshops, potlucks, movie screening, fundraising events, community events and Christmas party.

Continued funding enables us to offer popular programs and services such as English Conversation, English Writing, 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. Our work is made possible by the generous support of our core funders: the Province of British Columbia, City of Richmond, Vancity, Women's Inter-Church Council of Canada, Industry Canada as well as individual donors.

Looking forward, new funding from Decoda Literacy Solution and the Province of BC will enable us to offer the popular literacy program: "Let's Read Together – Immigrant Women and Tots Reading Program" again. 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.

Thanks to an initiative led by our life member Gail Thompson and assisted by some of our volunteers, the movies night event has continued for more than a year with growing number of participants since its first meeting in November 2010.

We are delighted to report that this is the fifth consecutive year that one of our members received the Richmond Review Ethel Tibbits Scholarship award to improve her educational qualifications in order to better provide for her family. Congratulations to Parvaneh Farajollahi as the 2012 Richmond Review Ethel Tibbits Scholarship award recipient!

Our work is made possible with the talent and commitment from our dedicated staff and facilitators team and all our wonderful volunteers. Thank you for contributing your time, talents and diversity to help build the work at the Centre and serve the women in our community! We are grateful for the resources we have and are looking forward to another year of strength!

Respectfully submitted,

Florence Yau  
Executive Director

## **Richmond Women's Resource Centre**

### **Words From Our Volunteers**

#### **Why do you volunteer with RWRC?**

##### **Irene Chao:**

After I came to Canada, many people told me about the volunteer work. During that time, I wanted to try but also felt afraid to work in an unknown environment. However, when I began to volunteer with RWRC, I felt warm and learned a lot from people around me. They are so kind and friendly to encourage me to try even though I make mistakes. From RWRC, I learn that the sincere care and respect can really help people and show love to people in need. It is a special experience in the journey of my life. I want to say thank you to RWRC because I have received more than what I have done.

##### **Sujatha (Sirima) Samarasinghe:**

I came from Sri Lanka to live with my two daughters at Canada. As soon as I arrived, I became a member of the Richmond Women's Resource Centre, to get 'Canadian Culture' experience.

I enjoy volunteering work. It's an opportunity to meet people and make friends, improve my communication skills and learn the Canadian way of doing things. It keeps me active!  
I promote and support the Richmond Women's Resource Centre at every opportunity.

## Richmond Women's Resource Centre

### ANNUAL REPORT

April 2011-March 2012

**FACILITATOR:** Pei-Chun Tsai/ Toni McAfee  
**PROGRAM:** Grandmother's Support Group  
**DAY:** Monday (twice every month)  
**TIME:** 9.30 a.m. – 12 noon

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 Alzheimer Society (Richmond office) Trip to Richmond Art Gallery (Homage to Heart) Workshop on "Osteoporosis" from COSCO
May	Cooking: Vegetable pancake Cooking: Coconut rice cake, English conversation
June	Workshop from Alzheimer Society: "The Brain Health" Trip to UBC – Rose Garden and Asian Centre
July	Workshop with De & Katherine; "Advanced Care Planning: My Voice" Outing to Queen Elizabeth Park
August	"Healthy Eating for Seniors; Representative Agreements" Group activity: Outing to Granville Island
September	Go over old files, meeting with previous facilitator. Moon Festival theme. Field trip to Richmond Art Gallery, Museum Library, ESL Lab
October	Lead the discussion of meeting: English words, hand exercise, prevention of diabetes. Lead the discussion on English words, Halloween, Senior's personal finance literacy.
November	Lead the discussion of meeting: Play DVD "Live life to the Full", sing Chinese songs. Calculate membership fee, type October attendance Host meeting and translate COSCO lecture "Safety at Home.
December	Food Security; learn "O Canada". BC MSP basic for seniors. Celebrate New Year.
January	Teach grandmothers English words, finish watching documentary of Chinese immigrant's history in BC. Celebrate Chinese New Year
February	Richmond Food Security Healthy Food Cooking Demo. Travel Safety for Seniors.
March	Explore Canadian Culture and Geography. Watch the DVD "O Canada" and have a group sharing of their experience of travelling in Canada

## Richmond Women's Resource Centre

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

**The average number of participants who attended on a weekly basis: 12**

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

The Grandmother's group has a good cohesion to get together. They feel quite comfortable to invite their friends. There is a lot of encouragement in the group sharing. The grandmothers gradually feel comfortable to share their own experiences for exchanging their ideas in the group discussion.

In order to go on in the group, an annual (or semi-annual) evaluation is necessary. From the evaluation, we can know more about the group need or concern for our improvement and planning in the future.

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

Some grandmothers are asking about information of living in senior's residence facility. We can prepare the resources about application and basic information of senior's residence in Richmond.

**Please make any other comments here:**

It'd be helpful to host a "meet and greet" short session to let the grandmothers to meet other staff members of the Women's Resource Centre. The Centre can also use this opportunity to inform the grandmothers about other services and programs.

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Milagros Davila/ Carol Brindle

**PROGRAM:** English Conversation

**DAY:** Monday

**TIME:** 1pm – 3 pm

	<b>DESCRIPTION</b> <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	Our Body – Idioms : face the music, have my hands full, on the tip of my tongue Health Problems Visiting the Doctor – Making appointments
May	What's the weather like today? Weather Words 2 Extreme Weather Feelings and the Weather
June	Daily Living: home activities One the weekend – Actions in Past Tense Weekends Free Time Activities
July	Closed for Summer
August	Review previous week – physical characteristics Linking words:”when, as soon as, as, while, just as, just when, until” Non –restrictive relative clauses “who, which and where” – reading for main topic. “Chocolate – like falling in love”
September	Describing a sequence of events – when, as soon as, while, just as, until Started “West Coast Reader” –topic sentence – Body of Article WCR – Cell Phone Safety – Encourage discussion: Fire, sun, travel safety. Describing Actions that have occurred Dialogue practice with pictures
October	WCR: “Year of Forests” comparisons – ‘largest tree’ (superlatives) – Identify local national and international worldwide universal organizations – Red Cross, Salvation Army – United Nations Dying Languages – Then & Now: Each participant reads a section – language in songs, culture and dance. WCR: Canadian First Nations Ironworks: Traditions – non-traditional work for men & women. WCR – Statutory Holidays v/s Festivals, celebrations
November	WCR: Greenpeace: mission statements, symbols, logs Green Teens preview. Steve Jobs

### Richmond Women's Resource Centre

December	Contrasting statements Count nouns
January	Prefix, suffix, future verbs New Year's resolutions, Population, Family Business, BC Garden Wins
February	Contrasting statements, count & non count nouns
March	International Women's Day, West Coast Reader, count/non-count nouns. Using words 'for' and 'since' (prepositions). Hero and celebrity

**Please provide on average the number of participants who attended each month: 48**

**The average number of participants who attended on a weekly basis: 12**

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

Volunteers choose group to work with: Beginner, Intermediate, Advanced. Having a volunteer job description for volunteers would be helpful.

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

*The WestCoast Reader* is our 'text book' for conversation purposes. We focus on speaking. However some grammar must be addressed. When I worked as an intern at the *UBC Learning Exchange*, textbooks were kept in the classroom and students were not allowed to take them home or, for copyright laws, were not allowed to photocopy any material. A request at various book stores, or on the internet, or through the School District #38 may be a way to receive donations.

**Please make any other comments here:**

It is a challenge to have newcomers join each week. If we are mid lesson focus (usually 2-3 weeks per lesson focus) it can be discouraging if they can't understand and feel it is too difficult for them, they may not return. Space, time, room availability does limit our flexibility.

Ideally learners could sit in groups according to their learning level. Experience has shown me learners will sit in the same chair each week regardless of their learning level, or direction from me. (This can be a sensitive solution because nobody likes to feel 'less than'. The group of ESL conversation learners find comfort and confidence when they are all together in the learning focus of the class, even if they understand less.

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Sarah Ross  
**PROGRAM:** Work Ready Program  
**DAY:** Monday and Wednesday  
**TIME:**

<b>Monthly Activities 2010-2011</b>	<b>DESCRIPTION</b> <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	English writing and communication skills One intake interview
May	English writing and communication skills Richmond Community Advisory Committee meeting
June	English writing and communication skills Vancity presentation
July	Closed
August	Update schedule and calendars in Session 10 Write Vancity Report Telephone conference, revise schedule, contact applicants Intake interviews/ miscellaneous admin
September	3 intake interviews, orientation, preps and admin 2 intake interviews, job search skills. English writing & communication skills
October	Job Search skills English Writing & Communication skills
November	Job Search skills English Writing & Communication skills Update Work Ready Calendars and schedule. Other miscellaneous admin Vancity presentation introduction Distribution of poster and other miscellaneous admin
December	10 intake interviews Reference letters, Miscellaneous admin
January	Job search skills – intake interview, English writing & Communication skills
February	English Writing & communication skills, job search skills
March	English writing and communication skills, revise calendar schedule in session 12. Vancity presentation, miscellaneous admin, job search skills, six intake interviews. Five reference letters

**Richmond Women's Resource Centre**

**Please provide on average the number of participants who attended each session: 6**

**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.**

It would be very helpful if some funds could be made available to invite guest speakers to deliver presentations to our Job Search Skills class, this could also include inviting Jennifer Gerves-Keen to participate more actively in this part of the program

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

There have recently been many updates in our computer hardware and software which have the program much more useful for participants. The only possible addition could be the provision of memory sticks (flash drives).

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**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

<b>Monthly Activities 2010-2011</b>	<b>DESCRIPTION</b> <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	Workshop on Reflexology by Jacquelyn Johnston
May	Visit to the Art Gallery to see and expo Fantasy Garden
June	Visit to Steveston to meet French speaking businesses.
July	Break for Summer Continue to meet for weekly breakfast meetings
August	Break for Summer Continue to meet for weekly breakfast meetings
September	Walk to Terra Nova to the Herb Garden (medicinal)
October	Holistic health – How to guard from cancer
November	Workshop on songs who talk about life, love and hope.
December	Dinner with women from the Richmond Women's Centre
January	No meeting due to refurbishment of meeting rooms. Continue to meet for weekly breakfast meetings
February	Prendre Soin De Son Coeur Avec Jacquelyn Johnston
March	Workshop on Hand Reflexology Marielle 's 80 <sup>th</sup> Birthday party

**Please provide on average the number of participants who attended each month: 40**

**The average number of participants who attended on a weekly basis: 8**

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

Thank you to the Women's Centre to give us the chance to meet and support each other

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Vicky Sun  
**PROGRAM:** Ivy Women's Cultural Group  
**DAY:** Wednesday  
**TIME:** 2pm – 4 pm

<b>Monthly Activities 2010-2011</b>	<b>DESCRIPTION</b> <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	Yoga exercise class Learning singing and Chinese traditional dance
May	Singing Class Health exercise and Chinese traditional dance
June	Body exercise dancing Singing Class Yoga Class
July	Yoga Class Singing and body exercise -dancing
August	Yoga Class Singing and body exercise -dancing
September	Yoga Class Singing class Chinese traditional dancing & exercise
October	Yoga Class Singing Chinese traditional dancing exercise
November	Chinese Gongfu Class Dance exercise
December	Chinese Qi Gong Exercise Yuanji dancing exercise Body shade dance training
January	No class
February	Chinese Qi Gong Exercise Chinese Women's body exercise Chinese traditional dance class
March	Women body exercises Chinese traditional dancing class

**Please provide on average the number of participants who attended each month: 48**

**The average number of participants who attended on a weekly basis: 12**

**Richmond Women's Resource Centre**

**ANNUAL REPORT**  
April 2011-March 2012

**FACILITATOR:** Tanyss Knowles/Melissa Sawatsky  
**PROGRAM:** Hot Ink  
**DAY:** Thursday/Wednesday  
**TIME:** 3 pm to 5 pm

<b>Monthly Activities 2010-2011</b>	<b>DESCRIPTION</b> <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	Free writing. Flash fiction and magazine preparation Making signs to advertise Hot Ink Magazine More advertising for magazine. Poetry exercise
May	Hot Ink magazine preparation. Story writing Erase bits exercise. Choosing cover. Arts and crafts for magazine. Hot Ink session. Editing magazine and park writing activity. Layout of inside of magazine. Choosing details for magazine. Writing songs. Layout and cover design
June	Proof reading/ magazine touch ups. Fun poetry exercise, editing and publishing. Magazine launch and tour of RWRC
July	Closed for Summer vacation
August	Closed for Summer vacation
September	Program promotion – email communication/meetings. Poster/handbill production – design and printing. Preliminary lesson planning
October	Put up poster, distributed handbills and spoke to teachers/counsellors at Richmond High. At the first session of Hot Ink, conducted an intro activity, discussed the broad scope of Hot Ink, wrote 6-word stories and shared! We discussed “writing territories” and had an activity surrounding found/redactive poetry. The next session focused on character development (2 activities)
November	Focused on effective openings in fiction and an activity for plot development. Special event – Barbara & Erin from the Vancouver Poetry House facilitated a fantastic Slam Poetry Workshop. Feedback on Slam Poetry session researched and secured Vanessa for the next session. Vanessa ran a comic making/graphic novel lesson with the girls. Focused on poetry – exercises on poetic devices and building techniques.
December	Closed for holidays
January	Follow up on holiday writing assignments and brainstorming ideas for the Hot Ink magazine. Discussed direction of the program and strategies to retain participants. Playing with perspective and tense in prose writing and practice workshop session.

## Richmond Women's Resource Centre

February	Discussed and practised traditional story structure (Joseph Campbell) and created outlines Discussed non-traditional story structure and outlined those. We also started on form poetry. Author visit with Wendy Phillips (Fishtailing). Discussion and reading. She was great! We had our first workshop of the student's writing and then discussed postcard stories. Second student writing workshop, and an activity on rhetorical rants (non-fiction)
March	Regrouped and discussed the Hot Ink magazine and revision tactics

**Please provide on average the number of participants who attended each month: 32**

**The average number of participants who attended on a weekly basis: 8**

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

Although I think the long term relationship-building that happens over the course of the full school year is valuable, I found that I lost several participants (4-5) after the 1-month break over the winter holidays. The production of the magazine is a great incentive, but the Grade 11 and 12 students end up with so many other commitments that they only participated for half of the program. I feel as though some streamlining of the timeline might help to retain the older girls through to the end. The inclusion of Linda as a volunteer was fabulous. The girls had another facilitator to connect with and if one of us couldn't make it on a given week, the session could still run. Her support was invaluable to me.

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

- A clear plan for printing handouts (I used RWRC on occasion, but often I printed at home).
- Felts, glue, scissors, used magazines (we used these a lot for collage/found poetry/redactive poetry).
- A budget for periodic author visits, special events (e.g. slam poetry workshop), and field trips (e.g. a visit to the Art Gallery)

**Please make any other comments here:**

I had the sessions beginning at around 3:15-3:30 to accommodate a couple of students who travelled to the sessions from other Richmond Schools. On a number of occasions, our sponsor teacher had left for the day and locked her door before I got there. I wonder whether there is another potential meeting spot that could be worked out, both so that Jesseca White isn't inconvenienced and the facilitator doesn't have to run around looking for a custodian to open the door! Ideas: the school library (depending on their hours), or a room at the public library across the street?

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Janene Preston/CCRR  
**PROGRAM:** Single Mother's Support Group  
**DAY:** Thursday/Special Workshop  
**TIME:**

<b>Monthly Activities 2010-2011</b>	<b>DESCRIPTION</b> <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	Preparation for May 28 <sup>th</sup> Workshop; poster and workshop parameters.
May	Money Skills Workshop held on 28 <sup>th</sup> May. Facilitated by CGA organised through Family Services of Greater Vancouver. Free
June	Extension of May 28 <sup>th</sup> workshop as it wasn't concluded
July	Theme: Children songs & rhymes. Family support – sharing resources. Children and music
August	Learning through play and language development. Minoru park outing- bubble game, group activities
September	Community resources and information
October	Discussion: cultural diversity.
November	Prep over last 3 months communicating intro potential presenters/ reps for upcoming workshops. Year-end party.
December	Closed for holidays.
January	Workshop planning
February	"Stop the Abuse" presentation by Samantha Kearney cancelled as low participation.
March	Discussion of format for weekly meeting.

**Please provide on average the number of participants who attended each month: 40**

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

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Carol Brindle  
**PROGRAM:** English Writing  
**DAY:** Tuesday  
**TIME:** 1pm – 3 pm

	<b>DESCRIPTION</b> <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>
October	Brainstorming: identifying “central thought” Clustering: organising thoughts/ideas Simple sentence construction Parts of speech – write a sentence
November	Adverbs Direct & indirect objects Verbs & types Continuing, rearranging, subtracting, expanding Sentence beginnings
December	Common writing problems Review/continue common writing problems
January	Incorrect sentences Types/definition: essay, prose, fiction, non-fiction Paragraph structure: topic sentence, supporting sentences Story sparkers- learners write para re picture – class critiques
February	Silly sentences Learners correct others Making more interesting sentences – expand, re-order, re-word the 7 sentences
March	Interactive writing – creative writing prompt Describing pictures of 5 characters Writing project for RWRC newsletter Brainstorming for RWRC newsletter. Title “Life for a Woman in Foreign Country” First draft of assignment

**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**

## Richmond Women's Resource Centre

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

The basic writing class has been 'slow but steady'. The new learners are always eager, attentive and always open to learning.

*Basic Writing* focuses more on grammar than the conversation group; however learners have all said they see it as another opportunity to polish their speaking as well as writing.

We have explored and practiced 'creative writing'. This section is finished. The new learners have expressed they would like to address/study 'job applications', and BC Housing applications. Business English is a large topic. The next month will be how to write a cover letter.

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

I don't see any need for any materials or supplies. Pen and paper is all we use, and Internet provides great exercises. I sometimes provide handouts. They are also very receptive to homework. I'm finding editing and proofreading demanding, but the more they improve the more they can correct, edit each other's.

**Please make any other comments here:**

It's thrilling to me that they return each week and it's always a learning opportunity for me.

I think the writing class works better without a volunteer because it's a small class.

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

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

**Briefly summarize work done, training provided etc.**

Together, Diane and I saw a total of 51 women.

The strength of the Peer Support Program continues to be the speed with which women are able to access help. Our wait times are not long therefore women with some urgency experience less frustration than they might when accessing other services.

As was the case last year, we continued to see women with a variety of issues including Interpersonal Communications with family or employers, understanding Canadian social norms, housing, shelter, legal difficulties or information seeking, etc. Many of them merely requiring Information & Referral, however if a more consistent program was available many of the women could have been further helped by weekly or monthly on-going appointments.

There are two services that I think are greatly lacking in Richmond. They are the existence of a Legal Information Office, and a Shelter for Women. Lack of affordable housing continues to send Richmond residents out of the community although they have lived here all their lives. Mental Health services are over-subscribed and many women having been through that "system" are reluctant to utilize those services. This is not a criticism of the service but perhaps points to a need for a greater variety of services.

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

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

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**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
- Sent out brochures by mail to churches and temples etc
- I work the volunteer hours for ill or away volunteers
- Some agencies call my home for me to work with them directly so they can get information more quickly
- Twice a year we go through all expired donor adds to see if they want to or see if the item is gone to clean up the site.
- Recently came up with a fundraising plan for Richmond Shares
- Volunteer at community events to promote Richmond Shares
- Maintain the web site.
- Optimize photos for donors listings

**Please provide on average the number of persons helped YEAR END: April 2012**  
*We helped over 290 recipient families/people and at least 200 donors*

**Richmond Women's Resource Centre**

**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've lost volunteers due to the fuel costs

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

Some recognition/appreciation of the volunteers where they did not bring their own food.

I'd love to see Richmond Shares take over the Memories Thrift store to help fund itself. The volunteers would learn skill to help them acquire a job as well.

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

Some promotional give-a-ways.

**Please make any other comments here:**

With fuel prices I believe we will lose some transportation volunteers. We need money for fuel cards to offset the high price of gas.

**Richmond Women's Resource Centre**

**ANNUAL REPORT**

April 2011-March 2012

**FACILITATOR:** Laurie McEwan  
**PROGRAM:** Computer Training  
**DAY:** Monday  
**TIME:** 10:00 am– 1:00pm

**Briefly summarize work done, training provided etc.**

I facilitate a class in learning MS Word and MS Excel 2003. In January of 2012 we started using Office 2010. We use tutorials that take around 10 weeks to complete. Anyone who finishes early receives other tutorials. If they are interested in learning the basics of Powerpoint, I give them tutorials and files to create a Powerpoint presentation. I am in the class and I am available to help with any questions. I teach them how to use their USB drives and supply them with the files needed. I also show them how to safely remove the USB drives

Some members want to learn the basics of Word or Excel, emailing, and the internet. Some have wanted to learn how to upload pictures to their Facebook pages or move them onto a USB or email them. I generally do one on one or if I have a tutorial for what they want to learn I give them that and am available to help with any questions or concerns. Show student/members how to find answers to their questions on the computer. I look for tutorials for the computer lab to help people learn new

I helped install the new computers into the computer lab. I also helped to install our new software onto the new computers. I downloaded software off the internet, updated all the downloads and the added the antivirus program. Weekly I clean the keyboards and mice. I take off files put on the computers. In the summer I defrag and do general maintenance on the computers. I sourced out a new laser printer for the computer lab and set it up to use with the new software.

I also help Gail with the Newsletter during the year and do layout and design. That is over 25 hrs per newsletter

I am general computer support and desktop publishing support for Florence and for Penny when I'm in the Centre.

Each class has my email for questions that may arise during their homework assignments. I generally call them back to help them.

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

**Richmond Women's Resource Centre**

**35-50 women per month**

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

I would like each class be one and a half hours long to give time to get things done in the lab when someone is there to help rather than trying to figure it out at home.

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

We need tutorials or a book for people who have no computer knowledge. Just simple easy to understand learning tools

**Please make any other comments here:**

I need to learn more about Social Media.

## Richmond Women's Resource Centre

### Annual Statistical Report from April 2011 to March 2012

**No. of Individuals**

**6141**

INFORMATION & REFERRAL	EMAIL	PHONE	DROP-IN	TOTAL
Abuse	0	9	12	21
Childcare / Parenting	0	11	18	29
Divorce / Separation	0	9	8	17
Employment	1	10	33	44
Health	0	9	14	23
Housing	2	2	10	14
Immigrant Services	0	1	22	23
Legal	0	14	10	24
Mental Health	0	2	6	8
Education	0	2	7	9
Other	2	15	145	162
Poverty	1	3	17	21
<b>TOTAL</b>	<b>6</b>	<b>87</b>	<b>302</b>	<b>395</b>

PROGRAMS/GROUPS	EMAIL	PHONE	DROP-IN	PARTICIPANTS	TOTAL
CAP Program	0	9	26	286	321
Computer Training	0	18	58	250	326
English Conversation	7	35	107	531	680
English Writing	0	3	42	121	166
Hot Ink	0	3	3	138	144
French Speaking Support Group	1	7	7	377	392
Grandmother's Support Group	0	3	11	315	329
Income Tax Assistance	10	154	50	45	259
IVY Women's Cultural Group	0	2	21	556	579
Peer Support	1	46	29	17	93
Single Mother Support Group	4	22	22	241	289
Volunteer Program	2	18	57	648	725
Work Experience	15	57	82	430	584
Richmond Shares	2	9	15	124	150
Career Coaching	0	11	19	13	43
Literacy Group	1	1	9	0	11
<b>TOTAL</b>	<b>43</b>	<b>398</b>	<b>558</b>	<b>4092</b>	<b>5091</b>

OFFICE	EMAIL	PHONE	DROP-IN	PARTICIPANTS	TOTAL
Membership	0	3	15	39	57
Office Use	1	15	17	179	212
Networking	5	20	18	83	126
Special Events	15	16	19	452	502
Workshops	0	0	1	1	2
Reference	0	1	0	2	3
Housekeeping	0	9	4	224	237
Other Information	1	10	37	35	83
<b>TOTAL</b>	<b>22</b>	<b>74</b>	<b>111</b>	<b>1015</b>	<b>1222</b>

<b>GRAND TOTAL</b>	<b>71</b>	<b>559</b>	<b>971</b>	<b>5107</b>	<b>6708</b>
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**Richmond Women's Resource Centre**

**Total Volunteer Hours  
April 2011 – March 2012**

<b>MONTH</b>	<b>NO. OF VOLUNTEERS</b>	<b>NO. OF VOLUNTEER HOURS</b>
April 2011	32	279.60
May 2011	34	351.69
June 2011	35	292.93
July 2011	29	214.91
August 2011	25	170.24
September 2011	31	193.65
October 2011	37	307.58
November 2011	32	230.25
December 2011	32	169.00
January 2012	35	295.00
February 2012	35	269.50
March 2012	31	300.30
<b>TOTAL:</b>	<b>388</b>	<b>3074.65</b>

During 2011-2012 fiscal year, we had the privilege of working with over 78 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.