



RWRC
RICHMOND WOMEN'S RESOURCE CENTRE

ANNUAL REPORT 2020-2021

Richmond Women's Resource Centre

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Mission Statement

We are a long-standing and vibrant community network of women of all ages living in Richmond. Our goal is to provide community-based resource options to help women build connections and thrive in their community. Through a supportive environment, we encourage women to empower themselves and enhance their lives through our training programs, peer support groups and community partnerships.

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Special Thanks to

The Royal Bank of Canada

The Richmond Firefighter Society (Local 1286)

Gord Pipkey Verico Realmortgage Services

MacDonald Realty

AGM Agenda

Virtual Annual General Meeting 2020-2021

- ❖ Welcome and Introductions
- ❖ Greetings by Mayor Malcolm Brodie
- ❖ Greetings by MP Alice Wong
- ❖ Greetings by MLA Aman Singh
- ❖ Greetings by MLA Teresa Wat
- ❖ Greetings by Councillor Bill McNulty
- ❖ Speech by MLA Kelly Greene
- ❖ Approval of Agenda July 8th, 2021
- ❖ Approval of Minutes July 22nd, 2020
- ❖ Treasurer's Report
- ❖ Board of Directors' Report
- ❖ Executive Director's Report
- ❖ Existing Board to stand down
- ❖ Election of new Board
 - Present slate for New Board
- ❖ Adjournment
- ❖ Recognition of Service
- ❖ Recognition of Volunteers
- ❖ Closing Remarks: Special Thanks

AGM Minutes

Annual General Meeting 2019-2020

Wednesday July 22nd, 2020

Zoom - 6:00 PM

1. Welcome & Introductions

Welcome honoured guests, volunteers, staff, board members and special guests MLA Linda Reid, MLA Teresa Wat, Mayor Malcom Brodie, and Ed Gavsie

- 38 guests attended (including 20 members)

2. Approval of 2020 Agenda

- Agenda - Approved.
 - Moved by Tammi; Seconded by Shayla; Approved

3. Approval of 2019 AGM Minutes

- Call to order - 6:05pm
- President Tammi Belfer acknowledged that the AGM took place on the ancestral and unceded territory of the Coast Salish people
- Tammi acknowledged the death of long-time supporter of RWRC, Sybil Thrasher
- 2019 AGM Minutes - Approved as presented
 - Moved by Tammi; Seconded by Mikaela; Approved

4. Treasurer's Report

- Treasurer Shayla Feldstein presented on RWRC's financial status for the year.
- Motions:
 - 1) Approve the RWRC financial statements as presented for the past fiscal year
 - Moved by Shayla, seconded by Mikaela, Approved.
 - 2) Hire Michael Auras from Dale Matheson Carr-Hilton Labonte LLP Chartered professional Accountants to be the accountant for RWRC for the fiscal year of April 2020-March 2021
 - Moved by Shayla, seconded by Michelle, Approved.

5. Board of Directors' Report

- President Tammi Belfer presented a speech on behalf of the board of directors.
 - Tammi acknowledged that COVID19 has affected the day to day lives of everybody and the operation of RWRC.
 - Touched on the theme of this year's IWD of gender equality.
 - Gave thanks to Susan Hancock for her help as project manager in the development of RWRC's strategic plan.

6. Changes to Bylaws - Membership

- Vice-President Michelle Yuen was called to present on the special resolutions proposed for the bylaws.
- Motions:
 - 1) Accept resolution A (new categories of members) as presented
 - Moved by Michelle, seconded by Mikaela, Approved.
 - 2) Accept resolution B (board will be elected at AGM and the board will appoint officers) as presented

- Moved by Michelle, seconded by Lena, Approved.

7. Executive Director's Report

- Executive Director Florence Yau gave a report on the past year's activities.
 - Over 6,000 uses and participation in programs and services.
 - Participant testimonies have shown a diversity of backgrounds in the women that use RWRC program.
 - Thanks was given to donors, funders, partners, and staff for enabling RWRC to provide information and services to the community.
 - 53 volunteers have contributed over 1,700 volunteer hours in total over the past year.
 - As of March 18th, in person programs were suspended due to COVID19 and were moved online.
 - Thanks was given to staff and volunteers for continuing to run programs during these challenging times.
 - Hopefully services will resume soon in the fall.

8. Existing Board to stand down

- 2019-2020 Board of Directors
 - Amanda Low
 - Anita Stuart
 - Marielle Demorest
 - Michelle Yuen
 - Mikaela Nuval
 - Shayla Feldstein
 - Tammi Belfer
 - Winnie Lee
- The existing board of directors was asked to step down.
 - Tammi gave thanks to Winnie Lee and Anita Stuart for their services.

9. Election of new Board

- 2020-2021 Board of Director Nominees
 - Amanda Low
 - Chris McDowell
 - Jackson Kemmis
 - Marielle Demorest
 - Michelle Yuen
 - Mikaela Nuval
 - Rachel Ling
 - Shayla Feldstein
 - Tammi Belfer
- Motion:
 - Accept the slate for 2020-2021 board of directors.
 - Moved by Amanda, seconded by Mikaela, Approved.
 - The new board has been accepted.

10. Present slate for new Board

- Amanda Low
- Chris McDowell
- Jackson Kemmis
- Marielle Demorest
- Michelle Yuen

- Mikaela Nuval
- Rachel Ling
- Shayla Feldstein
- Tammi Belfer

11. Adjournment

- Tammi called for the adjournment of the AGM at 6:28pm

12. Recognition of Service

- Florence Yau was called to acknowledge program facilitators and staff for all their work.
- Welcome was also given to 2 graduates of the Work Ready Program that will assist in the Computer Training Program
- Special thanks were given to Laurie McEwan (facilitator of Computer Training) and Sarah Ross (facilitator of Work Ready) who have recently retired.

13. Recognition of Volunteers

- Florence gave thanks to the board of directors and volunteers for their service and commitment to RWRC.

14. Closing Remarks: Request for support / Special Thanks

- Florence thanked everyone for attending and hoped for everyone's continued support, especially in joining in RWRC's upcoming 45th anniversary & IWD event in March 2021.

Board of Directors' Report

Tammi Belfer, President of the Board of Directors

Thank you to all of our supporters. You are the backbone of Richmond Women's Resource Centre. You give generously from your heart, your volunteer support time and your money. This is the time for reflection and appreciation. COVID has changed our lives, perhaps forever and looking deeply, there are some positives. Hopefully, the silver lining was found by all of you. You increased your connectedness to family, friends, slowed down your activities and now have more time to smell the roses. Lessons learned and hopefully remembered.



Richmond Women's Resource Centre is more than words - it is more than a building, it is a friendly welcoming home for women in Richmond to learn, to share ideas, to escape daily pressures. "The Centre's tranquility and silence brings comfort to the troubled heart of a woman." "Every moment in the centre is an opportunity for learning. These words were spoken by some of our participants and users of the Centre.

Our keynote speakers at our virtual celebration of International Women's Day, Annie Lo and Savneet Sandhu, co-founders of Boss Lady Collective deserve a special shout out for maintaining a calm and cool demeanor in light of an ugly disruption during their keynote address, to Thor Diakow, our wonderful M.C., for making the necessary adjustments to the script and to the staff and Board of the Richmond Women's Resource Centre for their quick response and successfully regained control of our event. Special thank you to our mentor, Linda Reid and the recipient of the inaugural Richmond Women's Resource Centre International Women's Day Leadership Achievement Award, for her constant and continuing support.

Our strategic focus continues to build Community and Partnerships, Learning and Training for all women of Richmond and our Peer Support Groups. We continue to partner with other non-profits and businesses in Richmond to enhance the lives of the women we serve.

There are three special women stepping down from the Board this year and on behalf of RWRC and myself we thank you. Chris McDowell, Michelle Yuen, Mikaela Nuval - with your expertise, intelligence and dedication, the Centre is richer for having you in our lives. We look forward to working together on our future endeavours.

The future looks bright for RWRC. We are currently recruiting to create and expand our Inclusion Committee; Low-income Wills and Estate Clinics, Workshops organized by our Youth Now graduate, Li Qing Wang - "Empowering female-identifying youth to pursue professional careers", and a committee to build criteria for our new Scholarship Fund. Stay tuned for more information about a new program offering.

None of our programs and goals could be accomplished without the dedication of our wonderful staff. Thank you, Florence Yau and the whole team of facilitators and admin people.

Join us today, support us today, this is your time!

Executive Director's Report

Florence Yau

It has been over a year since the COVID-19 pandemic turned our lives upside down. Although it has been a challenging and uncertain year, I want to thank everyone in the community including community partners, corporations and individuals who have supported us throughout the pandemic. We look back with gratitude because your support has enabled us to continue to provide valuable programs and services to empower women in the community.



As a result, we were able to continue to deliver popular programs including Information and Referral, Work Ready, English classes, Volunteer Income Tax Clinic, Richmond Shares and various support groups. Special thanks to our facilitators and staff team for holding fast to our vision and promptly delivering the programs online. This has been particularly important given that women of all ages have been affected by isolation and new pressures due to the pandemic, especially as many have had to care for their loved ones.

In addition to adapting our programs and services to a virtual format, we have also organized specific workshops such as Speaker Series, which focused on “Pain and anxiety management in time of COVID”, and our “Step Up and Empower Yourself” program, which addressed new demands experienced by mothers and caregivers under COVID-19.

As always, we are grateful to our funders: Province of British Columbia, City of Richmond, Health Sciences Association, Richmond Community Foundation, Government of Canada's Emergency Community Support Fund, Literacy Richmond, as well as our donors and supporters. A huge thank you to our volunteer board members, supporters, donors, volunteers and staff for their hard work, dedication, and valuable contributions to our work including our annual International Women's Day fundraiser, which raised much needed funds for our programs.

While we continue with our virtual programming, we are excited to learn about BC's four-step restart plan, and our program and services delivery will be modified in accordance with the provincial health guidelines in the coming months. As things begin to return to normal, we look forward to welcoming you back into our Centre and continuing to empower women one at a time.

Board of Directors

Every year the current Board of Directors “stands down” at the Annual General Meeting, and a new Board is voted into position by the membership of the Richmond Women's Resource Centre.

Stand Down of 2019-2020 Board of Directors (in alphabetical order)

Amanda Low
Chris Mcdowell
Jackson Kemmis
Marielle Demorest
Megan Chambers
Michelle Yuen
Mikaela Nuval
Rachael Ling
Shayla Feldstein
Tammi Belfer

2020-2021 Board of Director Nominees (in alphabetical order)

Amanda Low
Jackson Kemmis
Li Qing Wang
Marielle Demorest
Megan Chambers
Navdeep Dhillon
Rachel Ling
Shayla Feldstein
Tammi Belfer

Annual Program Reports

Grandmother's Support Group

Yan Song
Program Coordinator

The program connects senior immigrant women with other services and resources available in the community they may not otherwise know about. Due to COVID-19, activities were cancelled to protect the health of our participants. However, the program coordinator continues to keep in touch with the grandmothers through the phone. The group chat created on WeChat allows grandmother to stay connected and informed on current events despite social distancing. During Christmas, we also partnered with Richmond Emmanuel Church to deliver free hot meals to the grandmothers as a special Christmas treat.

Basic English Writing and English Conversation

Winnie Kwok
Program Coordinator

This program helps immigrant women learn and develop basic communication skills, so they are able to integrate more fully into the community. It also teaches women various English writing skills such as sentence structure and grammar rules. This program offers the opportunity for immigrant women to make friends through the interactions in the class. In addition, it also improves their employment prospects which further benefits their families and community as a whole. Due to COVID-19, this program was transitioned online. However, all participants show tremendous dedication to learn by participating eagerly in a Zoom environment.

Computer Training Program/Tech-Talk

Amy Li
Program Coordinator

During Computer Skill Training, Work Ready program participants learned to use Microsoft Office programs, including Office, Excel, and PowerPoint, in a three-month program designed to prepare them for the workforce.

The Tech-Talk program is also a computer-skill class that is open to general participants. This program focuses specifically on participant's own inquiries and teaches a variety of software programs and general technology usage. It offers a personalized and secure environment for participants to address their concerns with computers and follow their own pace in technology training. Many women have taken this course during COVID-19 to help them use devices more efficiently at home to connect with others.

Work Ready Program

Ana Drumea
Program Coordinator

The Work Ready Program, which has been in existence since September 2008, provides support to women who wish to enter or re-enter the workforce.

The Work Ready program includes Computer Skills, English Writing, Communication and Job Search Skills and a volunteer opportunity to allow participants to apply their learned skills to real-life situations. It also gives them an opportunity to meet and network with other women, practice their English and share experiences. Upon completion of the program, the women are better equipped to handle the Canadian work environment, allowing them to succeed in various work fields or further training.

Richmond Shares

Priscilla Tarigan
Program Coordinator

Richmond Shares Mission Statement:

Richmond Shares is dedicated to serving low-income families in Richmond.

This past year, Richmond Shares had a total of 73 matches of donated items and 120 participants. Richmond Shares keeps on its mission and acting as a place where community members, including new immigrants, single mothers, seniors, and low-income families, can benefit, either by donating items or receiving items. This service fosters the spirit of giving and encourages environmentally friendly living, preventing usable items from being thrown into landfills.

French Speaking Women's Support Group

Marielle Demorest
Program Coordinator

This program provides support to French-speaking women in Richmond. During the pandemic, the group continue to meet at the mall, or at the courtyard at Minoru Seniors Centre; safety protocols were observed. Participants exchanged news of the Richmond and The Francophonie. Bonding through their native tongue has also decreased their sense of isolation, especially during the pandemic.

Three members of the group passed away; they will be missed by all.

Empowerment Support Group

Sarah Brown
Program Coordinator

This program was designed to provide support for Richmond mothers and caregivers. It is a meaningful program that encourages women to socialize and reduce the stress of their daily life in a non-

judgmental environment. It aims to help participant finds connection, make new friends, express themselves through art activities, share their concerns in a safe space, and learn about resources that can support them and their family through this challenging time of the pandemic.

Key Statistics

During the fiscal year from April 2020 - March 2021

- 2301 participants of our programs and workshops
- 441 phone calls and 771 email inquiries/referrals provided

Our accomplishments were made possible because we had the privilege of working with 30 amazing volunteers, who contributed 1,714 hours of their valuable time to helping.

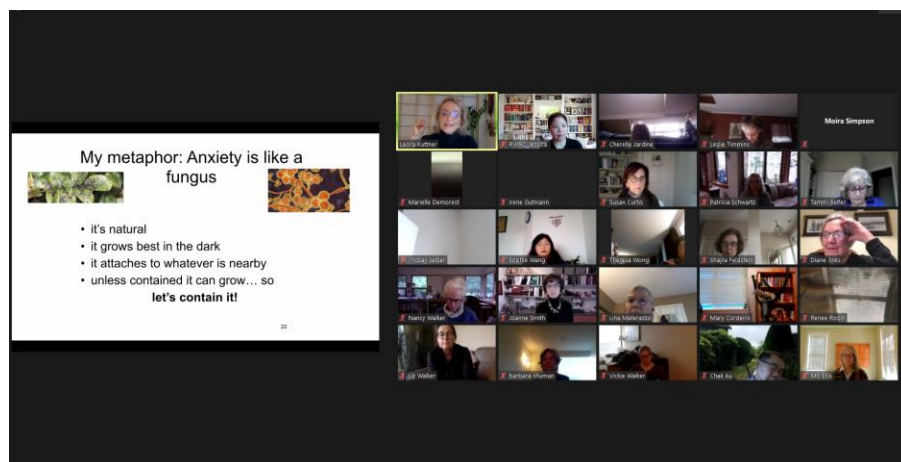
Our hard-working Directors of the Board have contributed 891 hours of volunteer work.

We would like to thank each and every one of them personally for their enthusiasm and support of the women in our community.

Events

Dr. Leora Kuttner Talk

Dr. Leora Kuttner, an internationally recognized clinical psychologist, was invited to give a talk on pain and anxiety management in the time of COVID-19. Around 79 participants joined us on Zoom on December 10th, 2020. She provided many strategies to how we can be more aware of ourselves and our loved ones' mental well-being. She also spoke to gain awareness of the importance of a supportive family environment and ways we can harvest that within each of our homes.



International Women's Day

The Richmond Women's Resource Centre celebrated its 45th anniversary and International Women's Day with around 96 guests joining us online on Zoom on March 7th, 2021. This is our first virtual IWD event due to COVID-19. In addition to RWRC members and friends, the attending dignitaries include Richmond Mayor Malcolm Brodie, MLA Henry Yao, MLA Linda Reid, MP Alice Wong, Councilor Bill McNulty, Councilor Chak Au, Councilor Alexa Loo, Councilor Linda McPhail, our MC Thor Diakow and Keynote Speaker.

