

To: City of Richmond
General Purpose Committee

From: Richmond Caring Place Society Board

Subject: Overview of Richmond Caring Place Expansion Plan

Agenda for June 7th: Presentation

Questions

Next steps

Who

When

Contact: Belinda Boyd, Chair, Richmond Caring Place Society
Telephone: 604-244-5101
Mobile: 604-992-2465
Email: admin.caringplace@shaw.ca or g.boyd5531@shaw.ca

Building for the Future

Three bricklayers are asked about their work. The first man explains he is putting one layer of bricks on another and smoothing concrete between them; the second man explains he is building a wall for a large structure of so many feet wide and so many feet tall. And the third man says, “I’m working on this beautiful building in a park setting accessible to everyone, in the heart of Richmond. In the building, CHIMO volunteers counsel people in distress; Volunteer Richmond connects volunteers with groups who need their help and from the S.U.C.C.E.S.S. office we often hear heartwarming sounds of new immigrants singing “O Canada.”

We share the attitude of the third bricklayer. His vision is larger, his connections more meaningful. We are not raising funds for bricks and mortar. We are raising funds to make a difference to the agencies. Our commitment to the work of tenant agencies gives meaning to our vision.

People give in direct proportion to the inspiration potential of a non-profit’s vision. The Richmond Caring Place Expansion has the potential to inspire people to give. As soon as the vision becomes a reality, the agencies will be of greater service. The Richmond Caring Place Expansion can then continue to touch lives, save lives, change lives.

The Richmond Caring Place Expansion merits financial support.

History and role of organization

The Richmond Community Services Centre Society formed in 1985 and set about the task of raising capital funds to build Richmond Caring Place. With the support of business, government and the people of Richmond, that task was completed in 1994. The Richmond Caring Place Society (RCPS) was formed.

Vision

Our vision is to be recognized as operating a superior affordable facility for the delivery of social services by non-profit groups.

Mission

Richmond Caring Place Society has the responsibility to manage the facility efficiently in order to ensure optimum coordination and synergistic benefits for the agencies and users of Richmond Caring Place.

Richmond Caring Place Society Board of Directors

Belinda Boyd, Chair	Judith Hutson, First Vice Chair
Michael Gallagher, Treasurer	Cindy Avery, Secretary
Gary M. Hagel	Angie Hui
Luis Rivero	Bob Robertson
Kam Sahota	Maya Sathikumar
Colin Schuss	Kim Schuss
Tony Yu, Youth Member Leadership Now	

Tenant Agencies

Alzheimer Society of BC
Canadian Cancer Society, Richmond Unit
Canadian Hemochromatosis Society
Centre For Ability
CHIMO Crisis Services
Family Services of Greater Vancouver
Heart & Stroke Foundation BC & Yukon
Richmond Caring Place Society
Richmond Multicultural Concerns Society
Richmond Hospice Association
Richmond Society for Community Living
Richmond Women's Resource Centre Association
S.U.C.C.E.S.S.
Volunteer Richmond Information Services

With the exception of Centre For Ability, all tenant agencies have been in the Richmond Caring Place since its inception.

The Richmond Caring Place Society is well positioned for a Capital Campaign

- Unanimous approval for the Richmond Caring Place Expansion project. Motion: "To proceed immediately with plans to expand Richmond Caring Place, to provide expansion space for existing tenants and new tenants, with a new building located on the existing parking lot (land owned by City of Richmond on a 60-year lease)." Carried.
- Our Board is at full complement
- We have demonstrated fiscal responsibility by operating a balanced budget
- Good governance - today more than ever before, the fiduciary responsibility and leadership of board members are critical to the reputation and financial success of a philanthropic foundation

We have history of past success

- Planning for the initial campaign began in 1985 and was completed in 1994
- The Campaign Chair was Hugo Eppich
- The goal was \$5 million
- The City of Richmond donated \$300,000 in development related costs and made a cash contribution of \$750,000. The City's support represented 20% of goal. The City continues to provide landscaping services.

The need for more space

Currently tenant agencies are being forced to seek space outside Richmond Caring Place as their services expand to meet growing needs. External agencies are constantly hopping from site to site, oftentimes substandard, as demand for their programs increases and consequently social service space requirements grow. The city needs a dedicated building with secure space for current agency tenants as well as other community based agencies.

The Richmond Caring Place Expansion will meet our community's needs

Rositch Hemphill Architects: This is a new facility which will expand upon and augment the already very successful Richmond Caring Place. The new development will consist of approximately 75,000 square feet of new building on three floors, above a two level parkade of approximately 190 parking stalls. The current facility is approximately 25,000 square feet.

Expansion location

The proposed expansion is to the south of the existing Caring Place, with a space between that acts as an outdoor gather place and front door to both of the facilities. Principle access to the front door of the new expansion will be from Minoru Boulevard, with another connection through to the existing facility and to Granville Avenue. No changes to the existing building or the lovely gardens surrounding it on the west, north and east sides of the building are required by the expansion.

The design

The design of the new development is being crafted to maintain the heritage values of the lacrosse rink and to be sensitive to the scale and privacy of the residential homes to the east. The building itself is intended to provide open and flexible uses for various community groups. A large lobby is provided that in addition to being the front door becomes a gathering place, a setting in which to informally gather and meet.

While the final design and selection of materials for the new building is still in process, the intent is to use local and natural materials as much as possible. Glulam posts and beams, similar to those used in the Richmond City Hall, are contemplated. Larger areas of glass to provide openness and transparency are part of the design, along with opportunities for landscaping and planting on the building itself.

Alternatives to arrival by car are to be incorporated into the design: showers and lockers for bicyclists as well as secure storage for bicycles; close access to public transportation; and easy access by pedestrians provide incentives to those who might otherwise drive.

The new building will allow the current Richmond Caring Place to maintain its current iconic status, while providing a much needed new facility that will provide a collegial focus to various community groups and other organizations for the benefit of all of Richmond – and beyond.

The Richmond Caring Place Expansion will provide additional tenant offices and additional meeting rooms.

The site is zoned appropriately and preliminary meetings with Andrew Nazareth, Joe Erceg and Brian Jackson from the city indicate positive reasons to proceed.

The Richmond Caring Place hosts its birthday party on June 24th, 2010. This will be an opportunity to extend invitations to Caring Place neighbours and conduct a neighbourhood consultation for the expansion.

Capital Campaign

The Capital Campaign will be an intensive, time-limited appeal to raise funds for construction of the Richmond Caring Place Expansion.

The Formula

- A compelling and urgent Case for Support to inspire giving
- Prospects in sufficient number with wealth profile, as well as inclination, to give at required levels
- A well thought out plan of action which can convert the vision into action
- Passionate volunteer campaign cabinet and campaign staff motivated to ask
- Adequate resources to get the job done

Richmond Caring Place Expansion Capital Campaign Objectives

- Raise \$18 million for the construction of the new facility
- Increase pool of donors
- Ask at levels never before sought
- Provide opportunities to engage and involve people as long term investors
- Raise visibility
- Widely disseminate our message and reach people who currently aren't on our radar screen but may support our efforts in the future
- Move the organization and its tenant agencies to the next level of excellence serving our Richmond community
- Create synergies for current and future agencies

Why now

Because

From their office at the Caring Place, Family Services provides hope through their programs which are dedicated to strengthening families and communities

Because

Richmond Hospice supports those grieving a loss – they take solace in the Caring Place where they meet with people who share similar feelings, learning to cope together

Because . . .

Alzheimer Society offers a safe environment in the Caring Place to learn, laugh and find help together to improve quality of life with the disease

Because . . .

Every Agency in the Caring Place has stories of impacting lives. Agencies need additional space now to continue to help the community

Expected outcomes of funding the new building

The concept of the Richmond Caring Place is unique. We conduct an average of one tour a month for out-of-town visitors interested in viewing this co-location model. In many communities such an ideal of community care remains a vision. In Richmond, we turned that vision into reality. It is a purpose-built model that has proven effective and we now need to expand on the successful formula.

Time spent worrying about location and rent is time away from program delivery. Richmond Caring Place has centralized building maintenance and takes care of items from replacing light bulbs to providing bathroom facilities. This means Agencies can fully focus on the services they provide.

In addition to the synergies and economies of scale, this model fosters a positive spirit of collaboration which seems to extend beyond the walls of the Caring Place.

Valuable city-owned land can be freed up when Agencies not currently housed at the Caring Place can move into the Caring Place expansion.

The City has a strong history of support to community groups including Council Advisory Committees. The Richmond Community Services Advisory Committee in its role to Council and member agencies has undertaken numerous studies. The Community Services Space Needs Survey was done in 2008. The survey results provide a snapshot of the current situation and anticipated needs over the next fifteen years. Below we have provided unedited Executive Summary and Conclusion excerpts from the report in its entirety. Please note for the purpose of this presentation, relevance is specifically for Caring Place tenants and prospective tenants.

Executive Summary

“We have relocated 5 times since our opening and would like greater security of tenure but not too long as sufficient funding is never guaranteed”

The history of the City of Richmond’s support of community service organizations traces from its formative years to the present day, and over the years, that support has been provided in a myriad of ways and to a diverse mix of agencies, issues and services, including Council Advisory Committees. The Richmond Community Services Advisory Committee (RCSAC) has served Council and Richmond since 1979. In the capacity of its role to Council and its member agencies, the RCSAC has undertaken numerous studies over the course of its years and the Community Services Space Needs Survey is its most recent. The Community Services Space Needs Survey is being conducted simultaneous to the City’s own space needs assessment and facilities inventory.

Community service agencies in Richmond have been experiencing a growing need for space to adequately provide their services – from meeting rooms to new and larger premises. The RCSAC Community Services Space Needs Survey was designed to capture a broad range of information to learn the type, square footage, location, and tenure of RCSAC members’ premises, as well as, related financial, employment and other relevant information. The survey results provide a snapshot of the current situation, and a

picture of the anticipated space needs over the next five, ten, and fifteen years. It draws attention to opportunities and challenges community service organizations face in obtaining adequate and appropriate space. Altogether, the survey provides the RCSAC and City Council with a useful profile of the combined space needs for these community services.

“Although we cannot share more space now, we would be very happy to share in a more suitable building. Ideally, I believe, Richmond could use a ‘services mall’”

The following is an abstract of the RCSAC member agencies’ survey responses offering insight on their significance in the wider Richmond community. The need for affordable housing for youth, seniors, families and others living on low incomes was identified by agencies that provide housing and by those who do not but have clients in need of it. The need for temporary and emergency shelter space was highlighted by several agencies and specifically, shelter space for women and families.

Compatibility and connectedness are high among community services in Richmond

Existing Conditions

• Survey participation rate	88%
• Total number of clients served in 2006	103,659
• Total number of employees	647
• Total number work at home due to lack of space	11
• Total number of volunteers	1,613
• High degree of inter agency working relationships	22
• Total operating expenses	\$23,117,461
• Annually toward leases/rents	\$700,000
• Total number of square feet owned/leased	115,095
• Agencies operate in a facility they own	4
• Agencies operate in a facility they lease or rent	21
• Agencies operate in a facility free of charge	2
• Agencies operate in a facility zoned for residential use	6
• Agencies operate in a facility zoned for commercial use	13
• Agency operates in a facility zoned for industrial use	1
• Agency operates in a facility zoned for institutional use	1
• Agencies have tenancy agreements expiring 2008	3
• Agencies have tenancy agreements expire in 2009	5
• Agencies have tenancy agreements expire in 2010	2
• Agencies leases expire during or before 2010	10
• Agencies leases expire after 2010	5

Future Space Needs

• Agencies need additional interior space over next five years	14
• Agencies will need an additional location in 5 years or less	7
• Agencies need satellite premises	10
• Agencies are interested in sharing space	16
• Agencies reported need for proximity to transit	14

Conclusions

Drawing from the “Existing Conditions” and “Future Space Needs” sections of this report, a number of key points emerge:

Existing Conditions

- Over 100,000 Richmond-based clients served
- Over 600 paid workers
- Over 1,600 volunteers
- High degree of inter agency working relationships
- Over 115,095 sq ft. in various types of properties
- 4 agencies own properties
- 21 agencies lease or rent their properties
- Over \$700,000 annually toward leases/rents
- 3 agencies have tenancy agreements expiring this year, 2008
- 5 agencies have tenancy agreements expire in 2009
- 2 agencies have tenancy agreements expire in 2010

Future Space Needs

- 14 agencies will need additional space in 5 years or less
- 7 agencies will need an additional location in 5 years or less
- 10 agencies need satellite premises in Richmond
- 16 agencies are interested in sharing space with another agency
- High degree of space sharing compatibilities between agencies
- Affordable housing for singles and families needed immediately
- Critical need for emergency shelter space

These key points indicate that the 22 responding agencies provided “the tip of the iceberg” in terms of the economic value and social benefits of the nonprofit community services sector in Richmond. They also indicate that these agencies have reached or are fast approaching the limits of their space. In this era of unpredictable and reduced funding, their potential or continuing capacity to respond to client and community needs is at or near a decisive juncture.

The City is growing and must keep up with providing services to its community.

The Richmond Caring Place will conduct a Campaign Plan Study as its preparation strategy to develop the blueprint for optimal success.

The Richmond Caring Place has identified a leadership gift which is contingent on City support. We plan to identify further leadership gifts in the early planning stages of the campaign. We will talk directly to our prospects and get their buy-in on the campaign from the very beginning.

Campaign Plan Study Objectives

- Campaign leadership – role description and selection of Campaign Chair
- Campaign Cabinet – identify centres of influence from the agencies
- Evaluate Case for Support
- Government support, gifts-in-kind and financial – City of Richmond
- Provincial Government
- Scope out the overall universe of prospects - who supports or might support the campaign and what makes them want to give
- Identify the top ten prospects for leadership gifts
- Timing to initiate strategic lead gift solicitations – early success is important as people support winners
- Major Gifts (individual, corporations, foundations)
- Community
- Identify constituents who have a reason to relate to or care about our organization
- Project the numbers
- Confirm campaign strategy and timeframe
- Confirm budget, including resources available to provide annual operating support to the completed expansion

At completion, the study will help the organization write the Case, the campaign plan, prepare a budget, set timelines, create organizational chart of staff and volunteers, confirm the fundraising goal and recommend action.

The first step is to seek City of Richmond support.

The next step is to recruit the Campaign Director who can then work with the Board to conduct the Campaign Plan Study and write the Case for Support and the detailed Campaign Plan.

The Richmond Caring Place is more relevant to the community than ever before. Agencies housed in the Caring Place represent our community needs are being met. Agencies' priorities are our community's priorities.

The City of Richmond is a culturally diverse and geographically unique community centrally located on Canada's West Coast. Richmond has been experiencing growth and change with remarkable speed, transforming from a rural, local community to an international city with a balance of urban, sub-urban family and rural areas. The continuing development of the City's downtown core, the recently completed construction of the Canada Line rapid transit system and the Richmond Olympic Oval demonstrates Richmond's transformation is ongoing.

Richmond is growing with a population estimated at 193,555 (2009). Richmond is the fourth most populous municipality in the Greater Vancouver region after Vancouver, Surrey and Burnaby. Between the 2001 and 2006 censuses, an additional 10,116 people were counted, the third highest growth after Surrey and Vancouver. Between 2006-2009 the growth rate averaged 3,534 people per year (a 1.9% increase per year).

Based on 2009 population age distribution data, 8.2% of population is aged 17 or under and 13% of population is aged 65 or over.

Richmond economy

There were 12,684 business licenses issued in Richmond in 2009. Major industries include high technology, retail, aviation, transportation, tourism, service, manufacturing and agriculture. The average family income from 2006 census was \$74,790 and the median family income was \$67,627.

Because of the high number of jobs in Richmond relative to its workforce, the city sees a net influx of approximately 31,000 (30,200 working elsewhere and 61,500 coming to work here).

Oftentimes the benefits of a vibrant and liveable community are selling features when companies are recruiting talent to their businesses.

Visible minorities are now the majority in Richmond: The predominant minority group in Richmond is Chinese, at 44% of the total population. The next most common minority groups are the South Asian group (East Indian, Pakistani) at 8% of the total and Filipino at 5% of the total. Ninety-seven percent of Richmond residents speak only one language at work and only three percent speak more than one language at work. We need to understand and incorporate needs of emerging cultures in fundraising efforts.

Future Trends: The projected population by the year 2021 is 225,000 from Metro Vancouver estimates. Population density is and will continue to be around the city centre so it is essential there are sufficient social services to meet this demand.

Other Capital Campaigns: There do not appear to be any other capital campaigns in service area being planned for the same period. This would impact all the organizations and cause serious challenges to the community's capacity to give.

Expansion Budget

Richmond Caring Place Expansion costs will be \$18 million as determined by the architects' conceptual drawings. Rositch Hemphill & Associates Architects were retained for the conceptual stage and building design would go out to Request For Proposals.

Thank you to the City of Richmond for its support of the initial capital campaign. The City supported \$300,000 in development related costs and made a further cash contribution of \$750,000. This represented 20% of the total goal. The City continues to maintain the landscaping.

We respectfully ask the City of Richmond to consider supporting the Richmond Caring Place Expansion in a similar manner:

To support Richmond Caring Place Expansion development related costs and to make an additional cash contribution, the total representing 25% of the \$18 million campaign goal.

- ✓ City of Richmond support will enable the Richmond Caring Place Society to begin campaign planning.
- ✓ Support from the City will also leverage a donation from a major donor.

Preliminary Draft Summary of Capital Campaign Plan

The Case for Support – the one definitive piece of the development effort; it includes all the required information, answers all the important questions, provides the reasons for support, explains the proposed plan for raising the money, shows how gifts can be made, and who the people are who vouch for the project and will give leadership and direction. It is the foundation for building the entire campaign.

We will include testimonials and stories from all the agencies. These can give the emotional and dramatic appeal; the passion and energy.

Once the Case for Support is completed in detail and approved, this document serves as a basis to develop materials, including the following:

- Leadership recruitment (Campaign Chair, Campaign Cabinet Volunteers)
- Fund development activities
- Brochures, posters, website, video, presentations, newsletters
- Text for speeches

Infrastructure required to support the campaign

Human Resources

- Campaign Director
- Leadership:
 - Campaign Chair
 - Campaign Volunteers
 - Board members
 - Management
- Staff needs for the campaign, including plans for hiring professional counsel and additional staff such as a Researcher. We see the same individuals donating – a Researcher can identify more prospects and provide important relevant information
- Campaign Volunteer training to solicit major gifts
- Role descriptions for staff, volunteers, consultants and administrators
- Organization chart

Technical

- Fundraising Database system to store prospect and donor information
- Ability to generate tax receipts and create analytical reports
- Ability to provide contact and action management of donor prospects
- Reliable and effective to provide required information
- Accountability and control measures to monitor and steward progress

Policies

- Establish a Privacy policy – Board members, staff and volunteers must sign Confidentiality Agreements
- Prospects and donors' information will be held in strictest confidence and lists will not be shared at any time
- Establish gift policies, including how gifts can be made

- Policy guidelines of current agencies' space expansion needs
- Policy guidelines of new agency space allocation

Donor Recognition Plan

- Establish how donors will be thanked and updated on the campaign
- Establish a naming program

Draft Development Plan for achieving Campaign goal of \$18 million

Rule of thumb

Third of money will come from top 10 gifts

Next third from next 100 gifts

Last third from everybody else

Campaign Timeline

Pre-Campaign

- Seek City of Richmond support – June 7th, 2010
- Request for Proposal to recruit Campaign Director
- Request for Proposal to select Architect
- Confirm cost for expansion and confirm campaign goal

Phase I – Campaign Planning

- Conduct campaign study
- Complete Case for Support
- Complete detailed development plan
- Enlist key volunteers and create volunteer structures

Phase II - Quiet phase – reach 60-70% of goal

- Initial leadership gift 10-15% of the campaign goal
- One-half of the campaign goal be secured from 10 to 15 donors
- Sixty-five to seventy-five percent of the goal be secured from next 100 donors
- Each agency search and apply for respective relevant grants for capital funds
- Prepare for campaign announcement and kickoff

Phase III - Kick off/public phase

- Announcement and kick off
- Expansion of gift solicitation
- Expansion of communications plan
- Expansion of events plan
- Ask and thank

Phase III – Plateau of fatigue

- Proactively anticipate plateau - burnout, bailout
- Remedies – how to maintain momentum to avoid stalled campaign
- Ask and thank

Phase IV – Homestretch

- Review campaign goal
- Complete solicitation
- Begin broad-based appeal to all constituents not previously contacted
- Announce achievement of various campaign objectives
- Begin preparation for final campaign celebration
- Ask and thank

Phase VI - Finish line celebration

- Publish report of results
- Celebrate success

May 31, 2010

Mayor and Council
City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1

Dear Mayor Brodie and Members of City Council:

Re: Expansion of Richmond Caring Place

CHIMO Crisis Services is pleased to express support for the proposal to expand the Richmond Caring Place. CHIMO has occupied space in the existing Caring Place building since it opened in 1994, while also delivering services in three other locations in Richmond including Nova Transition House.

CHIMO is a multi-service organization providing a range of supports for individuals and families in crisis, for women and children who have experienced violence, and for people who have recently arrived in Canada. CHIMO's Outreach & Advocacy program provides information, referral, initial supports, advocacy and bridging to community and public agencies. Advocates assist clients with a wide range of issues, including housing, income assistance, family relationships, employment, immigration, family violence, pensions, disabilities, and mental health.

CHIMO's community education work reaches over 5,000 students and parents each year. Our Crisis Lines responded to over 10,000 calls in the past year. Collectively, our more than 200 volunteers and practicum students contributed approximately 20,000 volunteer hours to the community in 18 different languages through CHIMO programs and services.

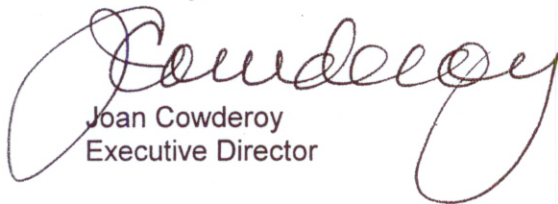
Since Caring Place opened in 1994, CHIMO's programs and services have expanded considerably, as has our need for space. Because Caring Place has been fully occupied since it opened, CHIMO had no alternative but to seek rental office space elsewhere. In recent years, facility costs in the marketplace have risen dramatically, outpacing contract funding to cover such expenses and placing increasing strain on agency resources. In addition to the many other potential benefits, the expansion of Caring Place would provide CHIMO and other social service providers the opportunity to realize much needed stability for their facility costs for many years to come.

Despite our need for additional space, CHIMO has chosen to maintain our primary location in the Caring Place for many reasons. The central location is in close proximity to our many community partners, facilitating collaboration and inter-agency cooperation. The opening of the Canada Line has made travel to central Richmond a little easier for staff, volunteers and clients alike.

The co-location model provides the opportunity to access shared meeting room space and creates synergies with other service providers in the building. Many of our clients report that they appreciate the privacy that a building like Caring Place provides, as they might be coming into the building for any number of reasons which makes it easier for them to walk in and access services.

CHIMO Crisis Services is pleased to offer our support for the expansion of the Richmond Caring Place. Should you require any additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Joan Cowderoy', written in a cursive style. The signature is positioned above the printed name and title.

Joan Cowderoy
Executive Director



HEART &
STROKE
FOUNDATION
OF BC & YUKON

Finding answers. For life.

Richmond Area Office

260 - 7000 Minoru Blvd.
Richmond, B.C.
V6Y 3Z5

T 604.279.7130

F 604.279.7134

Chair
Dr. Doug Clement

President & CEO
Bobbe Wood

REGIONAL OFFICES

Kamloops
250.372.3938

Kelowna
250.860.6275

Nanaimo
250.754.5274

North Vancouver
604.983.8492

Prince George
250.562.8611

Richmond
604.279.7130

Surrey
604.591.1955

Tri-Cities
604.472.0045

Vancouver
604.736.4088

Victoria
250.382.4035

Mayor and Council
City of Richmond
6911 No. 3 Rd.,
Richmond, BC V6Y 2C1

Re: Richmond Caring Place Expansion

I am writing on behalf of the Heart and Stroke Foundation of B.C. & Yukon in support of the Caring Place Expansion. Our office has been in the Caring Place since the building opened in 1994.

We are primarily a fundraising office. We run the following core programs: annual Heart Month canvass, Jump Rope and Hoops for Heart and the Heart & Stroke Big Bike. Throughout the year, we also work with organizations and businesses that support our cause through third part events. Community fundraising enables the Foundation to continue to provide funds for life saving research, health promotion and advocacy. With a focus on promoting health, we serve the public through access to information such as: eating well, physical activity, being smoke free and general heart and stroke health. With a diverse market we ensure we provide information free to the public in English, Chinese and Punjabi.

We also have approximately 38 short and long term volunteers supporting the office throughout the year. These volunteers include Richmond High School students looking to gain experience, mature volunteers wanting to return to work or sharpening their skills and retirees that have been with the Foundation for many years.

Volunteers also support our events and are recruited from our office. We recruit over 70 volunteers for Big Bike events, 1051 canvassers and captains, as well as, about 20 volunteers to help with community events. In total each year, we recruit approximately 1179 volunteers who put their heart into it for the cause of heart disease and stroke!

When we came to the Caring Place, it was important that we be centrally located. This location has indeed provided easy access for the public and our volunteers which is so important to our business. As a non profit organization, it was an opportunity to be in a building that provided the assurance of stable costs year after year. The building also allows us to know about other community agencies and their resources. The current office space works well. Parking, however, is an issue; and we respectfully request that more parking be considered and assigned.

For these reasons and more, we are so happy to be located in the Caring Place Building. We are very much in support of a Caring Place expansion; we see increasing the number of community agencies as a benefit to the community of Richmond.

Kind Regards,

Linda Valiquette
Area Administrator
Heart and Stroke Foundation
Richmond/Delta/New Westminster

For more heart and
stroke information:
www.heartandstroke.bc.ca
1.888.HSF.INFO
(1.888.473.4636)

Business number 11881 8343 RR0001



**RICHMOND
MULTICULTURAL
CONCERNS
SOCIETY**

210-7000 Minoru Boulevard
Richmond BC V6Y 3Z5

Tel: 604-279-7160
Fax: 604-279-7168



Mayor and Council
City of Richmond
6911 No 3 Rd
Richmond BC V6Y 2C1

June 1, 2010

To whom it may concern:

Re: Richmond Caring Place Expansion

Richmond Multicultural Concerns Society (RMCS) has been serving the diverse community of Richmond for the last 25 years by assisting new immigrant and refugee families to adapt to life in Canada. To further assist with the integration process, RMCS also provides the mainstream community with education and awareness on multiculturalism, cross cultural understanding, and the unique issues and needs of the immigrant population.

RMCS has been a tenant in Richmond Caring Place Society since RCP was first built and continues to serve over 6000 clients a year from our RCP office location. We have over 50 volunteers who annually contribute over 2500 hour annually. Currently, we are in 1200 sq ft and are hoping to obtain approximately 2500 sq ft to better serve our clients.

Richmond Caring Place Society provides our clients, volunteers and staff with a centrally located space to access our services as well as those of other community agencies. Our clients and staff appreciate the convenience of being able to have a one stop shop for such a vast array of services.

Please feel free to contact me if you require any further information or clarification and thank you for considering this expansion so we can continue to serve our clients collaboratively.

Regards

Parm Grewal,
Executive Director



May 31, 2010

Mayor and Council,
City of Richmond
6911 No. 3 Road
Richmond, BC
V6Y 2C1

Your Worship and Council Members,

The Richmond Hospice Association has been a long standing tenant at The Caring Place. The Association trains volunteers who visit clients in a variety of settings, including home, hospital, hospice and residential care facilities. We currently have over 50 active volunteers and 20 volunteers for special projects.

Our services include personal visits, bereavement support, and community education to promote an understanding of death as the final stage of living. Our staff provides volunteer training, scheduling and community education, one to one support and group support.

The greatest areas of growth in our programming are Grief and Loss support for family and friends and community education with the following new programming: One to one bereavement support, Five -Six week grief support groups annually, One - new Weekly walking group, Weekly relaxation therapy group, 2 On- Ongoing monthly support meetings, and new Community education and public awareness programming regarding hospice/palliative care resources in Richmond.

Our current space is less than 500 square feet and we could use at least double that with private offices instead of an open room concept. We see many bereaved clients in our office and need to be able to see them privately. We would ideally like to see quiet rooms with comfortable furniture in the Caring Place as well that we could use to facilitate grief groups that we now hold off site.

The Richmond Hospice Association chose to locate in the Caring Place to be close to other organizations whose clients need our services. The location is central and often our clients are visiting another agency in the building at the same time.

We do receive many testimonials from our clients but perhaps the most poignant is an anonymous quotation included the statement that "the services of your agency saved my life". This came from a gentleman with a young family whose wife had died.

The Richmond Hospice Association fully supports the expansion of the Richmond Caring Place in order that we may be able to provide more service in the community.

Best Regards,

Pat Miller
Executive Director

310-7000 Minoru Boulevard
Richmond, BC V6Y 3Z5
T. 604.279.7140
F. 604.279.7148
www.richmondhospiceassociation.com



Richmond Women's Resource Centre

Mayor and Council
City of Richmond
6911 No. 3 Road
Richmond, V6Y 2C1

May 31, 2010

Dear Mayor Malcolm Brodie and Councillors:

**Re: Caring Place II Expansion
Letter of support from Richmond Women's Resource Centre**

The Richmond Women's Resource Centre Association (RWRC) is pleased to support the Caring Place Society's expansion plans for Caring Place II.

The RWRC is committed to providing a supportive environment for all women so they can contribute fully to society. About 85 % of our members are immigrant women and they find the RWRC is a safe and comfortable place where they feel welcomed and valued. This helps women feel a sense of belonging in their new home of Richmond.

We provide a range of free programs and services such as: information & referral, support groups for peer counselling, single mothers and grandmothers, English conversation and writing, computer training and our new programs Work Ready, Hot Ink, Let's Read Together, Air and Share and Richmond Shares.

We had over 4700 visits last year. RWRC's two part-time staff, 35 regular volunteers and 9 facilitators ensure the successful delivery of all our programs. Over the last three years our long-term and well-attended eight programs have increased to 13 programs. Of course, our membership and usage has increased commensurately.

The RWRC office is about 900 square feet, including a reception desk, lounge area, two offices and a computer lab. Due to our limited capacity, we hold many of our programs in Caring Place rooms or at off-site locations.

RWRC was one of the first tenants of Caring Place and continues to endorse the concept of co-location of various community services and programs in one place. For instance, our information and referral program often refers to agencies in Caring Place, providing great service and convenience to our women visitors.

**#110 - 7000 MINORU BLVD. RICHMOND B.C.
Call (604) 279 7060 for more information
GP - 26**



Richmond Women's Resource Centre

Women who come to the RWRC also attest to the value of Caring Place.

"...Richmond Women's Resource Centre has helped me with the Work Ready Program. I have been out of the work force for over 13 years raising my children. The Work Ready Program has prepared me for the challenge of finding a job.

I appreciate all the support and help the centre has given me..."

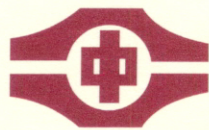
The RWRC endorses the expansion of Caring Place into CP II. The Caring Place model enables Richmond to provide much needed community services in a stable, accessible and central place.

Should you require further information, please do not hesitate to contact the undersigned at 604.279.7062 or at coordinators@richmondwomenscentre.bc.ca

Sincerely,

Florence Yau
RWRC Administrative Manager

cc. Sandy McIntosh
CP Administrative Manager



S.U.C.C.E.S.S.

Innovatively integrating new Canadians for 35 years

Honorary Patron:

The Honourable Steven L. Point, O.B.C.,
Lieutenant Governor of British Columbia

Patron:

The Honourable David C. Lam, C.V.O., C.M.,
K.St.J., LL, D.H.L., D.Mil. Sc., D.H.
Mr. Daniel T.T. Chan, B.Sc.

May 28, 2010

Belinda Boyd
Richmond Caring Place Society
140 – 7000 Minoru Place
Richmond, BC V6Y 3Z5

Dear Belinda Boyd:

S.U.C.C.E.S.S. has been a tenant of the Richmond Caring Place since 1994. As a long-time tenant, S.U.C.C.E.S.S. values its relationship with the Richmond Caring Place Board and is in full support of the Richmond Caring Place Phase II Expansion Campaign.

As one of British Columbia's largest social services organizations, S.U.C.C.E.S.S. is committed to build strong communities, harvest cultural diversity, and foster integration of Canadians of all backgrounds into the Canadian mosaic.

S.U.C.C.E.S.S. Richmond Caring Place Service Centre, with the help of over 350 dedicated community volunteers, has been able to serve more than 10,520 clients on an annual basis. Services and programs offered through this site include settlement services and public education workshops for newcomers, family counseling services, language training classes, youth programs, support groups for women, seniors, and parents, as well as several community partnership projects.

Our current space of over 2,500 square feet is being used to full capacity. To better serve our clients, S.U.C.C.E.S.S. anticipates a need for future space at the Richmond Caring Place of another 1,200 square feet.

For many years, the Richmond Caring Place has been a perfect hub as a one-stop easy access to social services for Richmond residents. It is vital for the Richmond Caring Place to continue to meet the growing demand for more space in order to accommodate an expansion of much needed social services to Richmond residents.

Head Office

28 West Pender Street,
Vancouver, B.C. V6B 1R6
Tel.: 604-684-1628
Fax: 604-408-7236
Email: Info@success.bc.ca

Service Locations

Vancouver	Richmond
Burnaby	New Westminster
Coquitlam	Surrey
Port Moody	YVR Airport
Website: www.success.bc.ca	





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S.U.C.C.E.S.S. Richmond Carling Place Service Centre has seen many happy clients who have expressed, time and time again, that our Centre is centrally located with easy access by public transit, that our Centre is located in a well managed building which maintains a safe, clean, comfortable and welcoming environment, and that our Centre is one of many much needed services conveniently located under one roof.

As the Richmond Caring Place Board proceeds forward with its presentation at the City of Richmond General Purposes Committee Meeting on June 7, 2010, please count on the full support of S.U.C.C.E.S.S. for the Richmond Caring Place Expansion Campaign.

Thank you

Sincerely,

Thomas Tam

Chief Operating Officer

S.U.C.C.E.S.S.

Head Office

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June 2, 2010

Mayor and Council
City of Richmond
6911 No. 3 Rd.
Richmond, BC V6Y 2C1

Re: Richmond Caring Place Expansion

Dear Mayor and Council,

Volunteer Richmond Information Services has been a tenant in the Richmond Caring Place since its opening. We are an organization that provides information and referral services and volunteer recruitment and management services. In addition, we run several Seniors Programs and Services, the Richmond Christmas Fund, and a Childcare Resource and Referral Centre. On an annual basis we serve thousands of individuals, both on a drop-in basis and through registration for programs.

Currently we occupy approximately 3,000 square feet of space in three different locations in the building. As our programs and services grow, so does our need for space. In particular, we are in need of larger space for the Childcare Resource and Referral Centre, the Richmond Christmas Fund, and meeting/training space.

The Caring Place concept is a wonderful community model. Having a multitude of diverse social services available in one spot is beneficial for clients and the public. We have experienced the success of this model while offering services to the Richmond community from this centrally located building for fifteen years, and we support growth that would allow even more services to locate in this area.

Volunteer Richmond Information Services (known as Richmond Connections at the time) played a key role in the original development of the Caring Place, and we are pleased to support this expansion development.

Sincerely,

Elizabeth Specht
Executive Director