

Richmond Caring Companies An Overview

A program of Richmond Cares, Richmond Gives, Richmond Caring Companies was founded in 2011 to act as a bridge between the business and non-profit sectors. Through the program, we help businesses focus their community engagement efforts, so they can determine the key causes they want to support, and how best to support them. This process results in a clear community engagement strategy, tailored to a business's size, the resources it has available, and its employees' interests. No two businesses are the same, but with proper planning and a little guidance, every business can make a meaningful impact in the community.

How the Caring Companies Program Helps Businesses

- One-On-One Consultations
- An Overview of Giving Methods
 - Employer-Supported Volunteerism
 - Matching Donations
 - Sponsorships
 - Creating a Forever Fund
- Workshops
 - Creating a Culture of Caring
 - Developing Policies & Procedures
 - Measuring Your Impact
 - Storytelling
- Forums
 - Featuring Guest Speakers on Corporate Social Engagement
- Ongoing Promotion & Recognition
 - Caring Companies Certificate
 - Caring Companies Website Badge
 - Caring Companies Sticker
 - Social Media Mentions



Opportunities to Get Involved

- RCRG Programs
 - Child Care Resource & Referral Centre
 - Richmond Christmas Fund
 - Seniors Community Support Services
- RCRG Events
 - Christmas Fund Drive-Thru Event
 - Day of Caring
 - Windows of Hope
- RCRG Member Organizations
 - RCRG Can Connect Businesses with Over 60 Local Charities
 - We Can Also Help Draft Partnership Agreements



MEMBERSHIP

Members of the Richmond Child Care Resource and Referral Centre receive many benefits, including:

- A quarterly newsletter
 - Access to the resource library
 - Discounts on laminating, workshops, and special events
- Memberships expire on March 31 of each year.

Annual Member Rates

Registered License-Not-Required Child Care	FREE
Licensed Family/In-Home Multi-Age Child Care	FREE
Associate (Individual)	\$20.00
Licensed Facility for 10 or Fewer Children	\$20.00
Licensed Facility for Over 10 Children	\$30.00
Agency	\$30.00

Membership forms are available online at www.volunteerrichmond.ca and in our office.

The centre's referral service, used by hundreds of families every year in their search for quality child care, is available to all licensed and registered license-not-required child care providers in Richmond, regardless of membership status.

Volunteer Richmond Information Services

"Bringing people and services together through community information and volunteerism"

Programs:

- Child Care Resource and Referral Centre
- Information and Referral Centre
- Leadership Richmond
- Richmond Christmas Fund
- Richmond Senior Peer Counselling
- Seniors Information and Referral
- Seniors Information Line
- Volunteer Centre
- Volunteer for the Health of It!
- Volunteer Shopping
- Volunteers for Seniors

Volunteer Richmond Information Services
190 – 7000 Minoru Boulevard, Richmond V6Y 3Z5

604-279-7020

Fax: 604-279-7038

Email: info@volunteerrichmond.ca
www.volunteerrichmond.ca



Volunteer Richmond Information Services



Richmond Child Care Resource and Referral Centre



Find hundreds of volunteer openings at
www.volunteerrichmond.ca



Volunteer Richmond Information Services

because we're here...

...families and child care providers HAVE support

QUALITY CHILD CARE: A SOUND INVESTMENT IN CANADA'S FUTURE

The Richmond Child Care Resource and Referral Centre, a program of Volunteer Richmond Information Services, is funded by the Government of British Columbia to provide parents with child care information to meet the individual needs of their child, as well as to assist child care providers with training, materials, support, and information to provide nurturing, safe, quality child care programs.

 Phone: (604) 279-7020
 Fax: (604) 279-7038

 Email: childcare@volunteerrichmond.ca

Visit www.volunteerrichmond.ca for useful information on:

- Your child care options
- What to consider when choosing quality child care
- Workshop schedules
- And much more!



Funded by the Province of British Columbia

FOR CHILD CARE PROVIDERS, A ONE-STOP PROGRAM THAT PROVIDES:

- Referrals of parents whose needs match your services
- Support visits to your child care program
- Phone and in-person consultation and support
- Help with setting up your child care program
- Training, professional development, and networking
- Interesting, topical workshops
- Start-up equipment lending
- Newsletters
- Job opportunities book
- Low-cost laminating
- Access to information on liability insurance and group health benefits

RESOURCE LIBRARY

The Richmond Child Care Resource and Referral Centre has an extensive library for use by families, ECE students, community members, and child care providers. It contains children's books, toy bags, activity boxes, videos, start-up equipment, and many curriculum materials to support quality programs in child care centres.

The resource library is open during regular office hours. Visit www.volunteerrichmond.ca for borrowing information, an online library catalogue, and more.

FOR PARENTS, WE PROVIDE:

- Free, bilingual services to child care providers and facilities that match your needs
- Information and resources on selecting the best care for children
- Community resources and information for parents and children
- Child Care Subsidy Information
- Interesting, topical workshops

The Richmond Child Care Resource and Referral Centre provides referrals, not recommendations. Parents are responsible for selecting the best caregiver for their child. It is the responsibility of the parents to assess and monitor their child care arrangements.

For additional information on how the Richmond Child Care Resource and Referral Centre can help you, contact:

childcare@volunteerrichmond.ca

or call us at:
604-279-7020

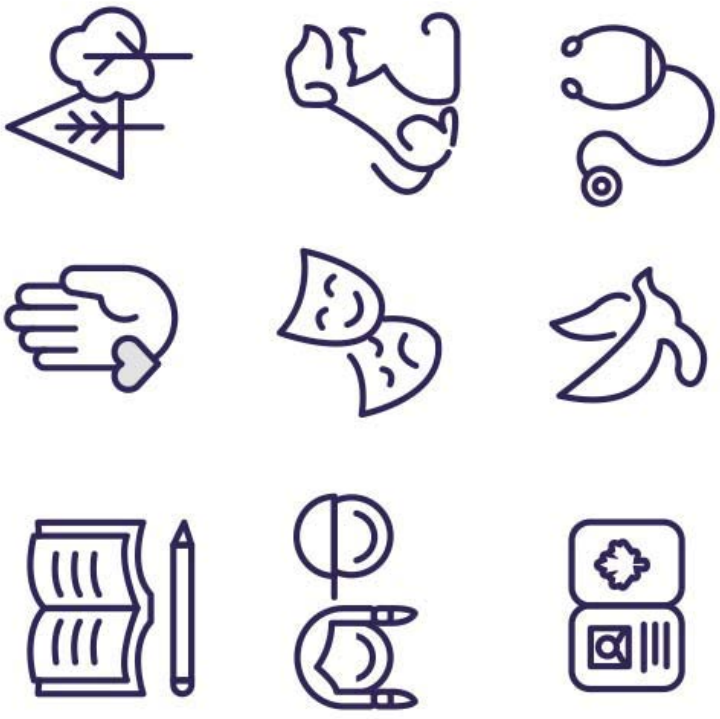
Office Hours:
Telephone Support, Appointments,
and Resource Lending Library:

Monday, Wednesday to Friday
9:00am - 5:00pm

Tuesday 9:00am - 8:00pm

Caregiver Outreach / Support:
Monday to Friday 9:00am - 5:00pm

FIND YOUR CAUSE



A new volunteer opportunities database for Richmond
VOLUNTEER.RCRG.ORG

Richmond Cares, Richmond Gives
604-279-7020 | info@rcrg.org



I'd like to provide a happier holiday season for families in need with my donation of:

\$ _____

Name: _____

Address: _____

Postal Code: _____

Phone: _____

Method of Payment:

- Online (Visit rcrg.org and follow the links)
- Cash (Please do not send in the mail)

- Cheque (Payable to Richmond Christmas Fund)
- MasterCard or Visa

Card Number: _____

Expiry Date: _____

Signature: _____

Richmond Christmas Fund
 190 - 7000 Minoru Blvd. Tel: 604-279-7020
 Richmond, BC V6Y 3Z5 Fax: 604-279-7038
 Charitable Registration #: 11911 9055 RR0001

THANK YOU FOR YOUR SUPPORT!

Privacy Practice Statement
 The Richmond Christmas Fund and Richmond Cares, Richmond Gives respect and protect your privacy. We protect your personal information and adhere to all legislative requirements with respect to your privacy. We do not rent, sell, or trade lists of donors, clients, or volunteers.

- I'd like to receive regular updates from Richmond Cares, Richmond Gives at this e-mail: _____

Richmond Cares, Richmond Gives For Community. Forever.

Founding Partners

- Volunteer Richmond Information Services
- Richmond Community Foundation
- Blundell Seafoods

Richmond Cares, Richmond Gives Programs

- Information & Volunteer Centre
- Leadership Richmond
- Richmond Child Care Resource & Referral Centre
- Richmond Christmas Fund
- Richmond Community Foundation
- Seniors Community Support Services

The Richmond Christmas Fund is supported primarily by donations from the community, with additional funding from the Province of British Columbia.

Richmond Cares, Richmond Gives

190 - 7000 Minoru Blvd.
 Richmond, BC V6Y 3Z5
 604-279-7020 | info@rcrg.org | rcrg.org

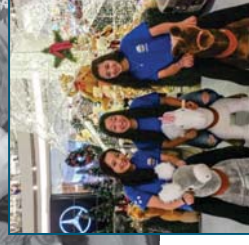
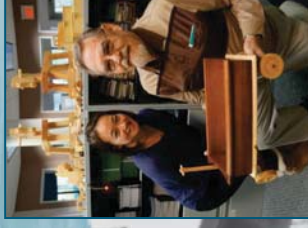
Connect With Us



Charitable Registration #: 11911 9055 RR0001



Richmond Christmas Fund



Help brighten the holidays for families in need at RCRG.ORG



Because we're here...

everyone can share in the holiday spirit.

A PROGRAM BUILT ON GENEROSITY

The Richmond Christmas Fund dates back to 1932, when Ethel Tibbits, then publisher and editor of The Richmond Review, saw a need and decided to act. It was the early stages of the Great Depression, and families were struggling to get by. She knew that these struggles were magnified during the holiday season, as many Richmond residents simply didn't have the means to celebrate. They couldn't afford a warm meal, much less gifts under the tree. And so, Tibbits created the Christmas Fund as a way to help, and ensure that everyone could share in the holiday spirit.

Today, the Richmond Christmas Fund carries on as a program of Richmond Cares, Richmond Gives. Poverty may not be as visible as it was 80 years ago, but it still exists, often in the shadows. We know because, through the Christmas Fund, we see it. Every year, we assist nearly 2,000 low-income Richmond residents, providing them with grocery vouchers, and their children with toys, books, and gift cards.

It's all possible because the spark of generosity that started with Ethel Tibbits has grown into a flame – the combined generosity of hundreds of volunteers, donors, and supporters, helping to brighten the holidays for those who need it most.

HOW YOU CAN HELP

Donations

Cash donations to the Christmas Fund are greatly appreciated, and are primarily used to purchase grocery vouchers and books. You can donate online at rcrg.org, or include your credit card information on this brochure and mail it back to us. We also accept cheques. All cash donations, regardless of method, are eligible for a tax receipt.

A major part of the Christmas Fund is our Toy Room, which we set up each year so families can select gifts for their children. We welcome donations of **new and unwrapped** toys, games, puzzles, sports equipment, and gift cards. The items can be dropped off at our main office, or at toy box locations throughout Richmond, including Richmond Centre and Lansdowne Centre malls. Note that, due to allergies, we are no longer able to accept donations of stuffed animals.

Volunteering

The Christmas Fund relies on the skills, talent, and energy of nearly 200 volunteers, and we'd love for you to be part of the team! Volunteer recruitment starts in early September, so around that time, check rcrg.org for details on how you can get involved.

If you're interested in fundraising, you might consider volunteering on the **Christmas Fund Roundtable**, a group of community leaders who organize events and campaigns in support of the program. Find out more on our website.

HOW TO APPLY FOR HELP

The Richmond Christmas Fund is a non-denominational program open to both individuals and families. Registration takes place over a two-week period, beginning in late November. On the day you register, you'll receive your grocery voucher allotment. If you have children, you'll also be able to visit the Toy Room to select gifts. For information on where and when you can register, please visit rcrg.org.

To apply for assistance, you must be a Richmond resident and meet the Christmas Fund's eligibility criteria, listed at rcrg.org. Also included on the site is a list of documents you'll need to bring when you register. **If you have any questions about your eligibility or the required documentation, please call 604-279-7020.**



HOW CAN I HELP?

VOLUNTEERING

Please contact Volunteer Richmond Information Services at 604-279-7020 or info@volunteerrichmond.ca to learn how you can volunteer in these programs.

All volunteers are screened, trained, and supported in their volunteer positions.

As a volunteer, you will...

- Make new friends
- Feel good about what you are doing
- Enrich another life
- Make Richmond a more caring community

DONATIONS

If you wish to make a financial contribution to any of these programs, please contact Volunteer Richmond Information Services at 604-279-7020 or info@volunteerrichmond.ca. You can also make a secure, online donation at www.volunteerrichmond.ca.



VOLUNTEER RICHMOND PROGRAMS

Child Care Resource & Referral Centre

Information & Volunteer Centre

Leadership Richmond

Richmond Christmas Fund

Seniors Community Support Services

“Bringing people and services together through community information and volunteerism”

Volunteer Richmond Information Services

190 — 7000 Minoru Blvd, Richmond V6Y 3Z5

604-279-7020

Fax: 604-279-7038

Email: info@volunteerrichmond.ca

www.volunteerrichmond.ca



vancouver
foundation



Seniors Community Support Services



Volunteer Richmond Information Services

Find hundreds of volunteer openings at
www.volunteerrichmond.ca



Follow us

because we're here...

...seniors STAY independent longer

SENIORS INFORMATION & REFERRAL

Seniors Information & Referral Counsellors are trained senior volunteers who assist other seniors and/or their families to find community information and help them to locate and complete government forms and applications.

Services are offered by phone or by appointment, at no cost. Counsellors do not offer legal advice, but will help connect people with the best resource to meet their needs.

Requests for information may include:

- Canada Pension, Old Age Security, and Guaranteed Income Supplement
- Income Tax
- Citizenship / Permanent Residence
- Fair PharmaCare
- Medical Services Plan of BC
- Shelter Aid for Elderly Renters (SAFER)
- Seniors Housing Information

...and many other services.

To request information from the Seniors Information & Referral Line or to book a free confidential appointment with a Seniors Information & Referral Counsellor, call 604-279-7020.



Funded by Vancouver Coastal Health — Richmond

SENIOR PEER COUNSELLING

Senior Peer Counsellors are volunteers who have been trained to listen to and help clients cope with the changes that come with the senior years.

Seniors feel comfortable talking to someone who is also a senior and has had similar life experiences. Having someone to talk with helps people gain clarity and make decisions in times of worry, frustration, and loss.

Meetings are one-on-one and completely free and confidential. Counsellors will not be judgemental or offer advice, but they will help clients find their own solutions and if needed, direct them to helpful community services.

Senior Peer Counsellors can help people deal with difficulties arising from:

- A new living situation
- Loneliness
- Reduced Income
- Bereavement
- Relationships
- Retirement issues

...and a variety of other concerns.

Funded by Green Shield Canada

COMMUNITY ACTION AMBASSADORS

Community Action Ambassadors are trained older adult volunteers who offer peer-to-peer support to other older adults, in addition to facilitating public education forums and workshops. They work to promote healthy aging and provide information on community resources available to enhance mental health and address substance use concerns.

For information on hosting a Community Action Ambassador workshop in Richmond or Vancouver, please call Volunteer Richmond at 604-279-7020. To host a workshop in Surrey, contact P.I.C.S. at 604-596-7722.

Funded by the Community Action Initiative and Vancouver Foundation

VOLUNTEER SHOPPING

Trained volunteers from the community provide grocery shopping assistance to help seniors and others with chronic health problems maintain their independence and remain in their own homes for as long as possible.

SHOP-BY-PHONE

This service is offered to those whose health prevents them from being able to shop for their groceries. Orders are placed over the phone, filled by volunteer shoppers, then delivered to the client's home by Safeway. This service is available on Tuesday and Thursday mornings.

Clients cover the cost of their groceries and delivery.

GROUP SHOPPING*

Volunteers accompany and assist clients to shop for their groceries or personal items. This service is offered on Tuesday mornings at a local mall.

Clients cover the cost of their groceries, delivery (if needed), their lunch, and the HandyDART fare.

INDIVIDUAL AND PERSONAL SHOPPING*

These two programs are available to further meet clients' shopping needs.

Call 604-279-7020 to find out more about our Volunteer Shopping programs.

*A referral from a health care professional is required to access these services.

Funded by Vancouver Coastal Health — Richmond

RICHMOND Better at Home



About Better at Home

Funded by the Government of British Columbia and managed by the United Way of the Lower Mainland, the Better at Home program exists to reduce isolation, enhance mobility, and support independence among BC's multicultural seniors population.

As Richmond's Better at Home lead agency, Volunteer Richmond offers transportation, friendly visiting, and light housekeeping services. With these supports in place, seniors can choose to remain in their homes and still stay connected to the community.

Richmond Better at Home Services

TRANSPORTATION

Our volunteer drivers are able to transport clients to and from medical appointments, recreational activities, community events, and more. While the service primarily operates within Richmond, drivers can also take clients to medical appointments in Vancouver. There is a fee for each ride, with subsidies available for low-income clients.

FRIENDLY VISITING

Our volunteer visitors help ensure that seniors living alone don't have to *feel* alone. Whether a client wants to watch a movie, play a game, or simply have a conversation over tea, our visitors will be there to offer a listening ear and a friendly face. All visits are to take place at the client's home.

LIGHT HOUSEKEEPING

Our light housekeeping service, offered in partnership with Nurse Next Door, is designed to help seniors with household tasks they can't complete on their own. At the same time, to foster independence, we encourage clients to complete tasks they *are* still capable of doing. Clients may schedule the service once a month, paying either a full or subsidized fee, depending on their income level.

604-279-7021

- Register for Richmond Better at Home services
- Schedule a Richmond Better at Home service
- Cancel a Richmond Better at Home service
- Request additional information



Register for Services

To make use of Better at Home services, clients must be 65 or older and reside in Richmond. Clients between the ages 55 and 64 may also be eligible if they're living with a disability or chronic health condition. Before accessing services, all clients are required to complete an intake interview with a Volunteer Richmond staff member. This is so we can learn more about each client and his or her unique needs. For clients requesting friendly visiting or light housekeeping services, we will also conduct a home assessment.

Interviews are held at Volunteer Richmond's office in the Richmond Caring Place, located at 190 – 7000 Minoru Boulevard. They can be scheduled any time we're open – Monday to Friday, 9:00am – 5:00pm – by calling 604-279-7021. If requested, we can also conduct intake interviews at clients' homes.



Learn more about Richmond Better at Home:
604-279-7021 • www.volunteerrichmond.ca



United Way

GP - 16

**Better
at Home**

United Way helping seniors
remain independent.