



*Harmony in Diversity*

# RMCS ANNUAL REPORT 2024-2025

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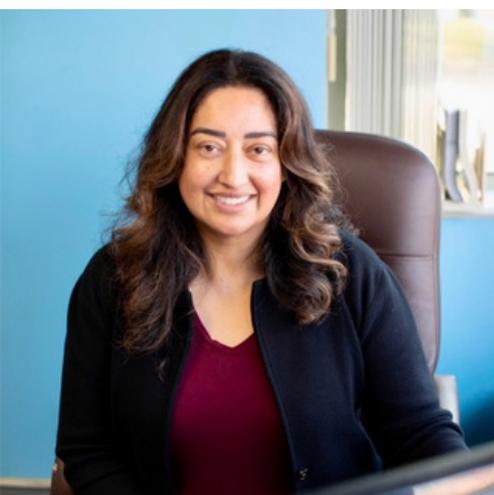
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# MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

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Stacey Lee Reyes  
President



Parm Grewal  
Executive Director

Dear Community Members, Partners, Volunteers, and Supporters,

On behalf of the Board of Directors and the leadership team, welcome, and thank you for standing with Richmond Multicultural Community Services (RMCS).

For over 40 years, RMCS has served Richmond with dedication and heart, fostering intercultural harmony and supporting newcomers through settlement, integration, and community-building programs. Since our beginnings as the Richmond Multicultural Concerns Society in 1985, we have worked to build a more inclusive and welcoming community where diversity is valued and embraced.

This year has been one of the most challenging in our history. Significant funding reductions and budget pressures created uncertainty and required difficult organizational decisions. Most notably, the loss of settlement service funding resulted in the reduction of key programs and the departure of valued staff members whose contributions have been deeply meaningful to our work and to the community we serve.

Throughout this period of transition, we have been profoundly moved by the resilience and commitment of our team. Their dedication ensured that RMCS remained responsive to community needs despite significant change. We also extend heartfelt gratitude to our volunteers, whose compassion and generosity strengthened our capacity to serve, and to our partners and supporters, whose continued encouragement has sustained our work.

While this year tested us, it also reaffirmed who we are as a community: resilient, compassionate, and united by a shared belief in harmony in diversity. Thank you for standing with RMCS and for your ongoing commitment to a Richmond that welcomes everyone.



# WHO WE ARE

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Our MISSION is to foster intercultural harmony through leadership, education, collaboration, and superior service delivery.

Our VISION is for a harmonious and inclusive society that values equality and diversity. At RMCS, our goal is to foster intercultural harmony through leadership, collaboration and quality service delivery.

Richmond Multicultural Community Services (RMCS) is a Richmond-based, Richmond-focused, immigrants serving agency committed to responding to needs in the community as they arise. Established in 1985, RMCS continues to be a leader in providing settlement services, diversity programming, and promoting anti-racism.

The RMCS is a team of 7 staff and 236 volunteers! Together, we can provide meaningful and responsive services to address the needs of our clients and community while ensuring that all of the organization's operations run smoothly.

Through workshops and consultations, RMCS is dedicated to making all newcomers feel at home and part of the community. We provide support in accessing resources and services available to newcomers, immigrants, or refugees in this city, province, and country.

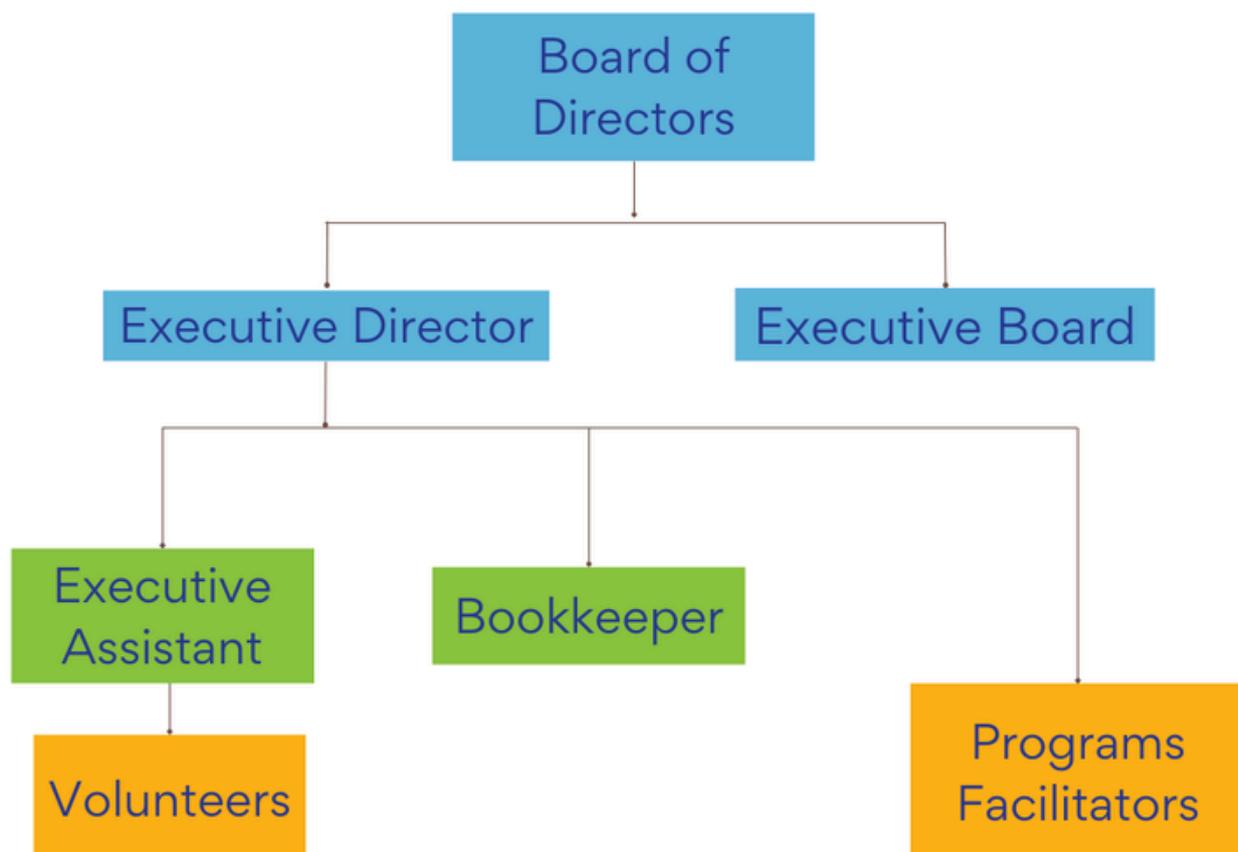
# 40 YEARS IN A NUTSHELL



**RMCS**  
RICHMOND MULTICULTURAL  
COMMUNITY SERVICES

*Harmony in Diversity*

## RMCS Organizational Chart





# BOARD OF DIRECTORS

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The RMCS Board of Directors serves as the governing body of Richmond Multicultural Community Services, providing strategic leadership, oversight, and advocacy to ensure the organization fulfills its mission of fostering intercultural harmony and supporting newcomers in Richmond. Our Board reflects the diversity and values of our community, bringing a wealth of experience from various sectors, including human services, engineering, finance, and education. Each member contributes their time, expertise, and passion to guide RMCS in its programs, partnerships, and community engagement.



# MEET THE TEAM

**Parm Grewal**  
Executive Director



**Ashley Cardoz**  
Bookkeeper

**Yoshimi Vanrenen**  
Executive Assistant



## Ashok Rattan

Seniors Program Coordinator



## Thuy Nguyen

Community Volunteer Income Tax  
Program Coordinator



## Irene Omelianenko

ECC for Ukrainian Youth Facilitator



## Annie Chau

ECC and ELT in Hospitality Facilitator



# THRIFT STORE

## A YEAR OF GROWTH AND RESILIENCE

Organized and administered by our dedicated summer students and volunteers, this year marked the 2<sup>nd</sup> year of operating our Thrift Store.

In 2024, RMCS received generous donations of clothing, accessories, and household items from clients, volunteers, and community members. These items were sold through our online thrift marketplace on Facebook and at pop-up sales hosted at Richmond Caring Place.

Thanks to the initiative and hard work of our summer students, we successfully operated the thrift store four days a week in June and July, utilizing our office space to bring thrifted treasures directly to our community in a consistent and accessible manner.

Highlights from This Year:

- Operated the thrift store 4 days a week in June and July by utilizing our office space.
- 3 pop-up events held, drawing strong community engagement.
- Small pop-up events at the registration room for food distribution brought small but steady revenue.
- The thrift store raised \$2,112.50 in total revenue, which was 170% more than last year.

Unfortunately, in August, a flooding incident impacted our operations, preventing regular activity until restoration is complete. Despite this setback, the resilience and creativity of our team have kept the spirit of the thrift store alive.





# VOLUNTEER APPRECIATION



“I just wanted to say a big thank you for the opportunity to volunteer with RMCS. It’s been such a great experience, and I’m really grateful for the chance to be part of the team. I’ve learned a lot and truly enjoyed working with everyone. Thank you for being so welcoming and supportive—it made my time here even more meaningful.” - Yvette

Volunteers are an integral part of many aspects of the RMCS. We have...

- **131 volunteers assisting in thrift store and events**, such as set-up & take-down, ensuring the event runs smoothly, and photography
- **107 volunteer receptionists** at the RMCS front desk
- **81 volunteers helping with workshop activities**
- **25 volunteers assisting the food distributions**
- **56 specialized income tax volunteers** assisting with client taxes and inquiries during tax season

This year, we are grateful to our volunteers who provided **7,025.30 hours** of service to RMCS. This year, **236 volunteers supported RMCS**.

We love supporting our volunteers too! We held our annual Volunteer Appreciation event in June celebrating our fantastic volunteers this year. In the next year, RMCS hopes to continue more volunteer opportunities at Thrift Store, Surfing Seniors, and Special Events.



# A YEAR OF CULTURAL CELEBRATIONS

RMCS loved organizing events celebrating the many cultural holidays throughout the year. With food and dance included, our cultural celebrations were a great opportunity to have fun with friends and family while immersing oneself in different cultural traditions and cuisines.

Christmas Potluck Party  
(Dec 4, 2024)



Lunar New Year  
Celebration  
(Feb 7, 2025)



Diwali Celebration  
(Nov 4, 2024)

Ukrainian Christmas  
Party (Jan 11, 2025)



Vaisakhi Celebration (Apr 16, 2025)



Nowruz Celebration  
(Mar 7, 2024)



# OUR PROGRAMS

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## **Transition in Settlement Services**

For the last 40 years, RMCS has proudly provided Settlement Services to support newcomers in their journey of adapting to life in Canada. These services have included assistance with housing, employment, healthcare access, and community integration—offered with compassion, cultural sensitivity, and a deep commitment to empowering individuals and families.

However, due to a loss of funding, RMCS discontinued its Settlement Services program as of April 2025. This difficult decision was made after careful consideration and in response to changes in funding priorities at the federal level. While this marks the end of a significant chapter in our service delivery, RMCS remains steadfast in its mission to support newcomers and build inclusive communities. We continue to offer a wide range of programs—including English language training, employment readiness, youth and seniors programs, and community engagement initiatives—that align with our vision of a welcoming and diverse Richmond.

We extend our heartfelt gratitude to the staff, volunteers, and clients who contributed to the success of our Settlement Services over the years. Their dedication and resilience have left a lasting impact on the lives of many.

## **Annual Income Tax Clinic**

Each year, RMCS offers a free Income Tax Clinic for individuals earning under \$35,000 annually. In 2025, 1,292 clients were supported through our drop-off-only service, thanks to our trained volunteer team.

The clinic runs from March to early May. While free, donations help us provide refreshments and a volunteer appreciation dinner. Tax receipts are issued for donations over \$20.





# OUR PROGRAMS

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## **Chai at Chaupal**

Our weekly seniors' groups in Punjabi/Hindi (Chai at Chaupal) offer a welcoming space for older adults to socialize, learn, and stay active through yoga, music, workshops, field trips, and more. Participants benefit from:

- Recreation & wellness
- Informational sessions
- Friendship & networking
- Volunteer opportunities
- Community engagement

## **English Conversation Class (Beginner, Intermediate, and Advanced)**

This program remains one of RMCS's most popular and enduring programs. Designed for adult learners, this paid program offers a welcoming and multicultural environment where participants can build confidence and improve their English communication skills for everyday life. Despite being a fee-based program, it consistently attracts new and returning participants—a testament to its value and reputation in the community.

- Total sessions offered: 114
- Total participants this year: 197

Whether newcomers are preparing for work, school, or simply want to connect more deeply with their community, the English Conversation Class provides a supportive space to grow and thrive.

## **English Conversation Class for Ukrainian Youth**

English Conversation Circle and Employment for Ukrainian Youth is a program aimed at equipping Ukrainian youth with essential communication skills for the workplace. Along with that, the clients have been receiving support with their resumes and cover letters as well as being trained for the interviews. They learned how to present themselves efficiently and how to develop powerful pitches, so that they could feel confident entering the Canadian job market.



# OUR PROGRAMS

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## **English Language Training in Customer Service and Hospitality (Beginner and Advanced)**

RMCS continued to deliver impactful programs in both Beginner and Advanced levels, designed to support newcomers in developing language skills tailored to the customer service and hospitality sectors. Over the course of 3 co-horts for each level, the program engaged approximately 90 clients, offering meaningful learning experiences and practical support for workplace readiness. These clients are now better equipped to pursue employment opportunities and integrate more confidently into Richmond's diverse workforce.

## **Surfing Seniors**

The "Surfing Seniors" program addresses the challenges faced by seniors during the COVID-19 pandemic, which has increased their isolation due to social distancing and reliance on technology. Many seniors, especially immigrants, depend on their busy children for assistance. This initiative aims to empower seniors by teaching them computer and smartphone skills through 12 two-hour classes. Participants will learn to send emails, use Zoom or WeChat, register for activities, and engage on social media, fostering connections with family and the community. The program will be facilitated by trained staff and multilingual volunteers to assist with language barriers.

Our staff can communicate in many languages, including English, Greek, Arabic, Punjabi, Japanese, Urdu, Vietnamese, Hindi and Ukrainian.



# RICHMOND'S INCLUSIVE COMMUNITIES

## THE INCLUSIVE COMMUNITIES PROGRAM (ICP)

In 2024–2025, the Inclusive Communities Program deepened its commitment to building a Richmond that is inclusive, welcoming, and free from racism. The program focused on strengthening connections between Indigenous and immigrant communities and amplifying the voices of refugees, BIPOC women, and other equity-deserving groups. Highlights included the Indigeneity and Intercultural Connection event, the BIPOC Women's Dialogue, and the Displaced Voices Dialogue, which brought together residents, businesses, service organizations, and local government to promote dialogue, learning, and community connection.

The program hosted several art-based community events, including a multicultural art gallery and an open mic night, which celebrated diversity through creative expression and fostered intercultural understanding. A major priority was the active implementation of the Richmond Community Protocol to address racism, which was introduced and embedded in all public events. Efforts expanded beyond the city centre to reach neighborhoods such as Steveston and Cambie, ensuring that anti-racism initiatives were accessible throughout Richmond.



Funding this year supported BIPOC Inclusion Capacity Building, the ongoing implementation of the Community Protocol, and advisory groups such as the Anti-Racism Advisory Committee. The program continued to collaborate closely with partners including ISSofBC, the Richmond Intercultural Advisory Committee, the Richmond RCMP, and KPU Richmond.

Looking ahead to 2025–2026, the Inclusive Communities Program will focus on developing Richmond's Anti-Racism Action Plan, enhancing community led initiatives, and expanding training and dialogue opportunities across more neighborhoods to further strengthen an inclusive, equitable Richmond for all.

# WELCOME TO RICHMOND



As a part of the Canadian government's Welcome Week for newcomers, RMCS hosted its fourth Welcome to Richmond event on September 21st, 2024 at Aberdeen Centre. This event sought to introduce newcomers to Richmond, help them learn more about the community, connect with long term residents, gain a better understanding of RMCS' services, and become better acquainted with other organizations in Richmond!

RMCS' Welcome to Richmond event has a large focus on celebrating multiculturalism, with many cultural performances from different parts of the world. Our performers included: Minoru Seniors Dance Group, Happy Performer Team Society, Mriya Dance Group, Igor Vorontsov, and Sangre Morena

This year, there were **over 200 people at the event.** We also had **16 community partners participate** in this event.

“Thank you to the RMCS team for organizing such a powerful and meaningful event. It truly highlighted the resilience and leadership of women of colour in Richmond. Special thanks to the guest speakers—your stories brought depth and honesty to conversations that are too often unheard. I'm grateful to have been part of it.” - Jenny





# CELEBRATING MULTICULTURALISM

## Multicultural Bazaar | July 19 and August 1, 2025

Organized by our summer students, RMCS was excited to host another multicultural bazaar at the Richmond Caring Place. Running twice this summer, the bazaar sought to promote multiculturalism and local businesses in Richmond. With a market-like setting, vendors sold items ranging from cultural jewelry to apparel and baked goods.

**We had approximately 440 attendees, along with a total of over 15 volunteers and between the two days 19 different vendors!**



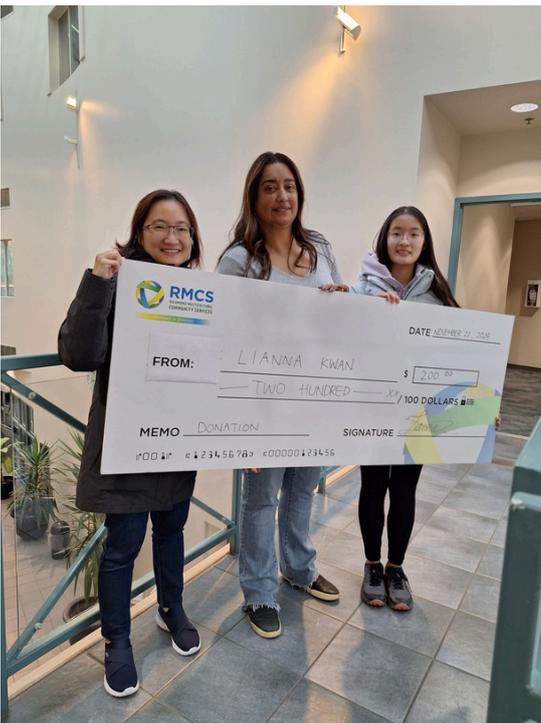
As part of this year's Bazaar, a special thrift store pop-up was introduced and operated on both event days. The shop featured a variety of selected items, including jackets and traditional South Asian clothing. This initiative was led and managed by our summer students and volunteers, providing them with hands-on experience in retail operations, customer service, and event coordination. The thrift store pop-up was well-received by attendees and contributed to the overall success of the Bazaar.



# YOUR KINDNESS

Donations from our clients and others help the RMCS thrive. This year, **230 donors** showed their support for RMCS. We raised **\$18,501.96** from our community. Thank you for your constant support for RMCS!

To our valued donors, thank you for your unwavering support and generosity. Your contributions allow us to expand our programs and touch more lives within our community. Together, we're building a stronger, more inclusive future—thank you for being an essential part of our mission.



# THANK YOU TO OUR SUPPORTERS

## Our Funders



Canadian Heritage  
Patrimoine canadien



Immigration, Refugees and Citizenship Canada  
Immigration, Réfugiés et Citoyenneté Canada

## Our Sponsors



幸運 海鮮酒樓  
Continental Seafood Restaurant



Happy Performer  
Dance Group



Sangre Morena  
Entertainment



Igor Vorontsov



Mryra Ukrainian  
Dance Ensemble



Minoru Senior  
Society Dancers



Your support is greatly appreciated!



**RMCS**

RICHMOND MULTICULTURAL  
COMMUNITY SERVICES



*Harmony in Diversity*

# LET'S WORK TOGETHER



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