



# 2024-2025 ANNUAL REPORT

*Empowered communities free from  
injustice, violence and crisis*



# Table of Contents

<a href="#">Message from Board Chair and Executive Director</a>	1
<a href="#">Program Highlights and Stories</a>	2
<a href="#">Financial Summary</a>	11
<a href="#">Celebrating Our Volunteers</a>	12
<a href="#">Crisis Line Equity &amp; Access Project</a>	13
<a href="#">Contact Us</a>	16

## Our Mission

To promote justice and address violence by providing integrated services, education, and housing programs designed to foster well-being and healing for people in crisis.

## Our Vision

Empowered communities free from injustice, violence and crisis.

## Our Values

- Partnership** - Working collaboratively both within our organization and our community.
- Respect** - Recognizing each other's differences and showing consideration for our community and one another.
- Integrity** - Committing to high standards of honesty, confidentiality, and accountability for our words and actions.
- Diversity** - Providing inclusive, culturally-responsive, and equitable services with compassion and respect.
- Empowerment** - Devoting to positive actions and decisions that promote the well-being of our community, our organization, and every individual we serve.

At Chimo Community Services, diversity, equity, and inclusion (DEI) are core to who we are and what we do. We value and embrace the diversity of people both within our organization and within the community that we serve. Chimo is committed to contributing to a community where there is respect and equity. We acknowledge that there are barriers that exclude certain people from full participation in society, and we will continue to work to ensure that our policies, programs, and services are accessible to and inclusive of all.

Chimo is situated on the traditional and ancestral territory of the Sḱəwəθn Məsteyəxʷ (Tsawwassen People), and the traditional, ancestral, and unceded territory of the Kwantlen, xʷməθkʷəy̓əm (Musqueam), Stó:lō, and Stz'uminus Peoples.

# Message from Board Chair and Executive Director

2024-2025 marked Chimo Community Services' 51<sup>st</sup> year in serving Richmond communities through a diverse array of services including: crisis lines, transition home for women/children fleeing violence, housing supports, poverty and family law legal advocacy services, youth engagement, wraparound support for newcomer immigrants and refugees as well as clinical counselling.

As a multi-services organization, Chimo Community Services has and continues to foster trust and a strong relationship with vulnerable populations in a way that they are able to approach us with their needs.

Notable 2024-2025 highlights include:

The successful launch of our Safe Haven Program for Refugee Claimants and Asylum Seekers, funded by the BC Ministry of Municipal Affairs (now Ministry of Post Secondary Education and Future Skills) and in partnership with MOSAIC.

Our one-year Crisis Line Equity and Access Project funded by the Public Health Services Agency of Canada (PHAC) provided Chimo Community Services with the unique opportunity to address both distress line sector gaps as well as internal agency gaps in equity, diversity and inclusion.

The successful onboarding of new Board Members who brought diverse expertise and experience that further strengthened governance support to Chimo Community Services.

*Richard Da Costa*  
Board Chair

*Khim Tan*  
Acting Executive Director

## 2024-2025 Board of Directors

**Chair:** Richard Da Costa

**Vice Chair:** Simon Kaebe

**Treasurer:** Richard Macdonald

**Secretary:** Deborah Track

**Directors-At-Large:** Gurveer Bhullar, Geoff Cowman, Terry Crowe, Mariella Deltcheva, Diana Gabriel, Shivam Khurania, Jason Li, Helen Mau, Axel Menzler, Frederika Renaud

# Program Highlights & Stories

## Housing

### Nova Transition House

Nova Transition House provides safe housing for **women and children who are fleeing violence**; it is **the only first-stage transition house** program offered in **Richmond, BC**. During their stay, staff work collaboratively with clients on **safety planning, resource referral, and advocacy**. Additionally, our Women Support Workers provide **emotional support** with a focus on empowering clients to recognize their personal strengths. Nova House is funded by BC Housing and private donations from the community. Our team focused on ensuring all our clients were provided with safety planning and case management; ensured clients had access to different community resources to meet their individual needs. Furthermore, **self-care groups** were facilitated throughout the year to build rapport between clients and to encourage clients to prioritize their overall well-being.

58 women and 53 children (a total of 34 families) were served in 2024-2025 and were provided safe housing and support at Nova House. 326 women were turned away due to Nova House being at full capacity, however, our staff provided crisis support and resource referral over the phone. Of the clients that were accepted into Nova House, 65% moved on to stable housing and 32% were able to reunite with their family members or friends.

100%

of clients were provided with safety planning and resource referrals

111

women and children were provided with safe housing at Nova House

97%

of clients did not return to their abusive situations after leaving Nova House

87%

of clients were Richmond residents, 4% of clients were Ladner residents and 9% of clients were residents from other surrounding areas

46%

Clients found market housing and 54% of clients remained in their existing housing

### Homelessness Prevention Program

Funded by BC Housing, our Homeless Prevention Program (HPP) offers individuals identified as belonging to higher risk populations with **rental subsidies** and other services to support clients in **maintaining existing housing** and/or **accessing needed housing** in the private market.

In 2024-2025, HPP supported **54 clients** with access to rental subsidies. A majority of clients were fleeing from domestic violence, making up 70% of all clients served. 20% of clients were leaving hospitals, 2% were out of prison, and 8% identified as being Indigenous. 98% of HPP clients remained housed 1 year after receiving support from HPP.

As housing costs increase, there is an ongoing growing demand for affordable housing and rental subsidies. Due to this, the need for HPP continues to expand, and the program has shifted to providing more **creative methods** to better support our clients, such as by referring them to a wider variety of different programs and subsidies. HPP has been successful in assisting clients that were eligible for the program in accessing stable housing.

## Client Testimonial: Finding Nova House - shelter from a storm

Up until 3 months ago when Param found herself in a domestic situation that was unsafe and no longer bearable, she had no idea there were services such as those provided at Chimo's Nova House. When the hospital staff told her she would be going there, she thought it was a homeless shelter. But what she found from the moment she arrived - feeling broken, scared and without hope - was safety, care and compassion.

Param speaks about Serenne, Andrea and other staff with love. "I feel like I have known you from so long ago", Param recalls telling Serenne. She continues, "The way she hugged you and made you feel welcome, even if she wasn't your case worker. She'd sit with us, and we all felt it - "This is a storm and it will pass".

Throughout her 2 months at Nova House, Param found a sense of family, re-gained her self-worth and learned about her options. "How I had been dealing with my trauma and past demoralized me. I hadn't felt safe in a long time and had no hope for my future. Now I know I can achieve something - I have potential." The people at Nova House also helped Param with resources and decision-making around her work, housing and other aspects of her life. "My monthly fees for my car are high - they helped me find alternatives.

**“ This made a huge difference for me, maybe because my family isn't here. I am much more stable, empowered, standing back on my feet.”**

Now Param is in second-stage housing. She misses Nova House, but she is happy and feeling strong. "I was stressed about leaving, but Serenne and Andrea talked me through it. I miss them, but this is good too. I know that whatever I am feeling is valid, and that I am a survivor." Param wants people in abusive relationships to not be afraid to reach out. "You deserve to be safe and cared for and Chimo can help you take a first step to a better life."



## Staff Testimonial: Nova House - A culture of kindness

Serenne has spent more than a decade working at Nova House, a transitional housing service that helps vulnerable women and children navigate their way to finding safe homes and means to support themselves. She's seen hundreds of women come and go, but her passion and commitment to those passing through hasn't waned:

**“ Help move them from Box A to Box B - to find routine and normalcy in a chaotic time, to move out of the trauma mindset and give them the tools and resources they need.”**

Many of Nova House clients are new to Canada, sometimes coming from completely different cultural backgrounds. Different people call for different approaches. Recently, Serenne was taking care of a woman who practiced Islam and required an Imam from her specific faith to offer her counsel - a challenge that Serenne rose to tackle. A strength-based approach is inherent at Nova House, giving space to new entrants, offering them opportunities to help around the house, and bringing people together from different cultures for house-wide meetings.

Serenne says her level of dedication and the positive culture has been supported by her colleagues at Nova House and gradual, steady program improvements. More funding and standardized procedures have helped staff better respond to changing environments. "Service was slower - before we had to worry about groceries , sometimes food would come slow or late and people would go hungry. Now, we've gotten 3 groups of residents through in 3 months."

Times have changed, improvements have been made, and the culture of kindness at Nova House persists.

# Crisis Lines

## Chimo Crisis Line

Chimo's Provincial Crisis Line operates from 8 am to midnight seven days a week. Our Crisis Line provides short term help via telephone to individuals experiencing a personal crisis with the aim of supporting the caller to increase their ability to cope with the situation that is causing them distress. A range of supports are provided, including emotional support, resource referrals, suicide risk assessment, and emergency intervention. It is funded by BC Mental Health and Substance Use Services, a program of the Provincial Health Services Authority (PHSA) and the City of Richmond.



**72%**  
of callers  
demonstrated an  
increased ability  
to cope with their  
situation



**11,140**

Interactions  
answered

**3,674**

volunteer hours  
contributed  
towards responding  
to callers

In 2024-2025, our Crisis Line completed several projects, including accreditation through the **American Association of Suicidology**; adapting training delivered through a mix of online and in-person sessions; and making improvements to the service that incorporate follow-up calls and third-party outreach calls into our service delivery. Through funding from the Public Health Agency of Canada, our Crisis Line completed an **Equity, Diversity and Inclusion Project** focused on increasing access and equity to the crisis line service for underrepresented groups. These accomplishments reflect Chimo's commitment to best practice and ensuring the highest standard of care for those looking for help in crisis.

## 9-8-8

In November 2023, the Centre for Addiction and Mental Health (CAMH) launched its new **National Suicide 9-8-8 Helpline**, a phone and text line dedicated to providing support to people across Canada, with a focus on suicide prevention. 9-8-8 is available 24/7 so that people can quickly access support no matter the time of day. In September 2024, the Chimo Crisis Line began responding to 9-8-8 text message interactions, in addition to responding to voice calls.

9-8-8 was created to make it as simple as possible for people to get the support they need. Suicide does not discriminate; it affects people of all ages and backgrounds across Canada. Statistics reveal a staggering average of 4500 lives lost to suicide each year, amounting to approximately 12 people per day. For every person lost to suicide, many more experience thoughts of suicide or suicide attempts. Behind these numbers are families shattered, communities impacted, and a collective responsibility to address this crisis.

9-8-8 is more than just a phone call. It is a lifeline for individuals in every province and territory, every hour and every day of the year. Our 9-8-8 responders are here to listen to people who need to talk, and to support people to cope with thoughts of hopelessness and distress. Responders support people to keep themselves safe in the moment which may include developing a safety plan together. 9-8-8 responders can also suggest resources that callers or texters might want to contact for ongoing support. Chimo proudly stands alongside more than **40** other crisis lines spread across Canada to ensure that every call is answered by skilled, compassionate and knowledgeable Crisis Responders

## Volunteer Testimonial: Crisis Lines - Building skills and empathy for human connection and understanding

Christian has been a volunteer responder on Chimo Crisis Lines for only eight months - time enough for him to see the profound impact the service has on lives, and on his own perspective.

He highlights the strength of the training and support from the Crisis Line Managers and staff.

“ There is a lot of nuance, protocols and skills – you can’t prepare for every call. But once you get comfortable with a set of fundamental skills, you have confidence and it’s a cool experience to be able to help people in crisis.”

Without the initial 50+ hours of training, the supervised setting provided to new responders and continuous opportunities for debriefing, Christian feels the role would not be possible. He also gives a shoutout to the Managers’ recent efforts to create a Quick Reference Guides – essentially “turning a manual into bite-sized pieces for responders to keep close at hand, as calls can move very quickly”.

Christian also speaks eloquently about how volunteering with the Crisis Line has influenced him personally. He sees the Crisis Line as unique in that it intersects with many services, from access to various subsidies, to housing, to health supports. Being a responder has allowed Christian to put a human experience to who is accessing those services. It allows him to understand that we all experience things in different ways, to approach every person without judgement, and to challenge his own subconscious biases and assumptions.

“Two things stand out about Crisis Lines: the first is the level of empathy and compassion of the people providing the service; the second is the responsiveness – there is no comparison to the easy access of a phone call.”

– Christian



# Legal Advocacy

## Outreach & Advocacy

Chimo's Outreach & Advocacy Program (O&A) supports clients through income and housing insecurity, tenancy conflicts, debt, domestic violence, employment issues, consumer conflicts and Indigenous marginalization. O&A operates with a unique advocacy format where volunteers and practicum students, trained and guided by staff, work directly with clients.

We added a part-time outreach worker to our team and work tirelessly to keep up with community need. Between January and June 2025 alone, O&A waitlisted 434 clients, a 26% increase from the same period in 2024. Over the year, the program served 711 clients and supported them with 521 distinct issues, highlighting both the growing demand and the essential role O&A plays in Richmond.

We are also seeing more clients whose first languages are Farsi, Arabic, Pashto, and Dari. While these clients are not always reflected in official statistics, since many rely on interpretation/translation help from family or friends, this trend makes clear the value of having volunteers and practicum students fluent in these languages.



In 2024–2025, volunteers and practicum students contributed over 3,500 hours of service, 484 from volunteers and 1,081 from practicum students. O&A currently has a roster of 23 active volunteers, with consistent applications from individuals interested in helping the program with its inspiring mandate.

## Volunteer Testimonial: Outreach & Advocacy - Responding effectively to diverse client needs

Ian is a volunteer with Chimo's Outreach & Advocacy program. He provides assistance to clients applying for programs such as BC Housing, Persons with Disabilities, and Income Assistance. Through in person conversations, he helps people identify options to address challenges they are facing. One of the areas Ian feels he is making the most impact is in assisting people with disputes with their landlord and helping them draft letters to doctors or agencies explaining their position.

“ People want to do it themselves but need help laying out what they are looking for and explaining why. In some cases, they come back to tell me they have been successful - for example in getting the CRA to reduce their interest payment. Often they are then able to carry on advocating for themselves.”



Ian has been serving as an outreach advocate for seven years. During that time, he sees Chimo as being increasingly able to respond to a diversity of clients. The Outreach and Advocacy program has volunteers from different backgrounds, ages, genders, languages, and life experiences. “On the waiting list there is a lot of diversity in client needs. I see people on the list who are experiencing rent issues, and I have experience with that myself, so I pick up those clients.” He also supports Spanish speaking clients and sees more and more languages offered at Chimo. Over time, he and others have been better able to respond to clients as Chimo moves towards more standardized procedures and uses legal software to track specific categories of client issues. This allows for smooth transitions when there is volunteer turnover.

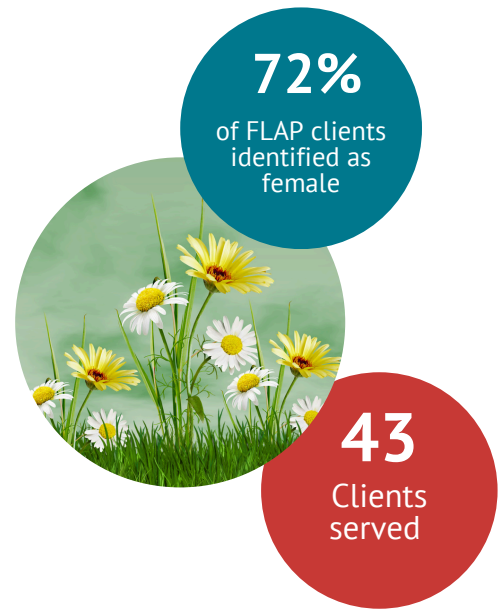
In closing, Ian says “I’ve learned a lot about client care and the range of services available working with Chimo over these years. I have leveraged this experience both in my career and serving in other capacities.”

## Family Law Advocacy

Chimo's Family Law Advocacy Program (FLAP) is funded by the Law Foundation of BC as part of a province-wide initiative to increase access to justice. Consequently, the overarching goal of FLAP is to ensure clients understand their rights, responsibilities, and legal options, so that they may make informed legal decisions.

FLAP is dedicated to helping individuals in Richmond community and beyond navigate the family law legal system by offering legal information, attending hearings, drafting court forms and affidavits, and providing emotional support to clients on issues relating to: separation and divorce, parenting arrangements, child and spousal support, child protection, protection orders, and property division, among others.

Knowing that navigating family law matters can be complex and emotionally charged, and that our not-so-neutral legal system can be a terrible and unkind place to seek justice, FLAP takes a **client-centred approach** and **adopts trauma-informed** practices to ensure clients feel seen, heard, and in control throughout their time with the program. This is done as part of our way of "doing justice" for our clients.



## Staff Testimonial: Family Law Advocacy - Supporting a more compassionate approach to justice

Family Law Advocacy at Chimo is funded by the Law Foundation of BC as part of a province-wide initiative to increase access to justice. The program provides **free legal and compassionate support for individuals, often lower-income women with an English-language barrier who are attempting to flee abusive relationships**, as they navigate their family law matters.

"There are varying degrees and kinds of abuse. Financial abuse along with coercive control is common," says Amanda, a Family Law Advocate at Chimo. "If a person had the money, they could hire someone to help them out in a comprehensive way." However, more often than not, individuals trying to leave abusive relationships don't have the money. Furthermore, recounting experiences of abuse for a legal case can be retraumatizing. A brain that has experienced, or is experiencing, trauma is unable to retain information because it prioritizes survival. This can severely impact a person's memory recall, which, unfortunately, may decrease a survivor's chances of success in the legal sphere. Family Law Advocacy is here for that reason.

Knowing that navigating our currently-available legal processes aimed at "resolving" family law matters can be complex and emotionally charged, and that our not-so-neutral legal system—as inherited from British colonial rule—can be a terrible and unkind place to seek justice (especially for individuals from groups pushed towards the margins of our society), the program takes a client-centred approach and adopts trauma-informed practices to ensure clients feel seen, heard, and in control throughout their time with the program. "This is done as part of **our way of 'doing justice' for our clients**," says Amanda.

# Community Engagement

Our Community Engagement (CE) Program offers a range of educational initiatives and workshops in Richmond schools aimed at helping build resilience in youth by strengthening social and emotional life skills and increasing awareness of community support services. Funded by the BC Community Gaming Grant, CE's Peace of Mind workshops are a series of sessions delivered in Richmond secondary schools with a focus on social-emotional learning.

In 2024-2025, we delivered 165 workshops to more than 4,200 students across Richmond. We also digitized a Youth Resource Guide to simplify the process for students to access and connect with support services beyond their schools and Chimo. Since 2022, the program's output has more than doubled, and CE continues to explore opportunities for growth and enhancement to meet the rising needs of the community.



**100%**  
of teachers  
agreed/strongly agreed  
that the workshop will  
make a difference in  
the lives of their  
students

**Not only are the topics  
relevant and relatable but  
also engaging.  
The workshops allow the  
class to really think."**

- Anonymous student

**"We need to have  
more workshops like  
this... There is a void  
in talking about these  
important matters  
with youth."**

- Anonymous  
educator

## Staff Testimonial: Community Engagement - Championing Equity, Diversity and Inclusion

As the Community Engagement Program Coordinator, Vivian has focused this year on growing the program to better suit the needs of today's secondary school students. New workshops, including anti-bullying, building resilience, and staying safe on online dating apps help **students reflect on their relationships, their own mental health, and their role in creating a kinder, more inclusive world.**

She and a small team of intrepid volunteers share a passion for education and prevention. "We strive to teach youth essential life skills and knowledge so that they feel equipped to handle stress in their lives, thus preventing potential crises. All our workshops include discussions and activities that align with curriculum and core competencies outlined by the Ministry of Education, as well as up-to-date best practices and trauma-informed learning."

Vivian sees the Community Engagement program as central to Chimo's equity, diversity and inclusion work. "While secondary school students might not be facing unemployment, or homelessness, that does not mean their concerns and voices do not matter. As they are shaping up to be leaders of the future, they need opportunities for growth. They need good role models who can guide them and offer them avenues to explore their leadership skills."

She sees her role as Coordinator as one where a foundational knowledge of equity is key: "**Advocacy, education, and prevention work cannot exist without understanding race, gender identity, intersectionality, and sociopolitical contexts.**" She hopes that Chimo can continue to provide training for staff that helps them explore topics such as privilege and disadvantages in relation to those around them.

# Settlement

## Settlement and Integration Program (SIP)

Funded by IRCC (Immigration, Refugees and Citizenship Canada) SIP continued to play a vital role in Richmond's newcomer community in 2024-2025, supporting over 800 unique clients through personalized settlement plans, one-on-one information and orientation sessions to help them navigate life in Canada with greater confidence. We also offered English Conversation Circle classes organized into Life Skills, Pre-Employment, and Canadian Citizenship Preparation, supporting clients' language development and civic engagement. Throughout the year, SIP's Settlement Workers maintained a high standard of delivery service while responding to the increasingly diverse needs of clients across 20+ language groups.

SIP also supported refugee claimants transitioning to permanent resident status through cross-program collaboration. As SIP closed in March 2025, all SIP staff were successfully deployed within Chimo, thus preserving expertise.



**"The people who work at Chimo don't just provide a service. They listen to understand so they can address all matters that are important and unique to the client's situation."**

- Taraneh

## Client Testimonial: BC Safe Haven - Opening doors for those seeking refugee protection

Taraneh found her way to Chimo's Safe Haven program about 3 months after she had arrived in Canada. **"Safe Haven played a significant role in my life. I was alone in Canada, and it was a very difficult time"**. After being referred to Chimo by her case manager at PICS, she saw on the internet that Chimo had a Farsi-speaking staff. "Nazli was my first point of contact, and I still go back to her whenever I don't know what to do next - when I heard my refugee application had been accepted, I consulted with Nazli to find out how I can proceed with a Permanent Resident application."

Initially helping Taraneh with her refugee protection application and providing workshops on BC Housing and building resumes, Nazli eventually referred Taraneh to the Outreach & Advocacy and Crisis Line programs at Chimo where she currently volunteers for several hours each week.

While she sees Chimo as providing outstanding social services, she wants more people who are going through difficult times - as refugees or seeking housing or help with legal matters - to know about Chimo. She hopes that Chimo can advertise more, including ads in languages such as Farsi, so that more people can find their way to Chimo's doors.

**"Chimo provides a safe environment for clients.** The people here aren't just doing a job - they are building connections and rapport and listening without judgement - they see the situation from my eyes." Her advice to people seeking refuge in Canada? "Don't give up - I know how hard this is, but by reaching out to Chimo, you'll find the information and help that is most useful for what you are going through. And then you can start to figure it out by yourself."

1,025

Total unique clients served in SIP and Safe Haven Program

20+

languages supported through multilingual staff & TranslateLive

78%

Safe Haven Program clients said "Chimo made a real difference in my life"

## BC SAFE HAVEN Program

Launched in April 2024 with funding from the BC Ministry of Municipal Affairs and in partnership with MOSAIC, Chimo's BC Safe Haven Program offers wraparound supports for refugee claimants and asylum seekers in the community. The Program quickly established itself as a trusted and vital resource, offering trauma-informed services tailored to our clients' unique needs, from emergency housing and legal referrals to employment preparation, mental wellness and clinical counseling. Staff fluent in Spanish, Farsi, Dari, and Mandarin ensured linguistic and cultural accessibility. Over 200 unique clients were served in 2024-2025, including families with young children, single mothers, 2SLGBTQ+ newcomers, and individuals fleeing crises. With over 78% of surveyed clients reporting that "Chimo made a real difference in their lives", our Safe Haven Program is seen as a model of responsive, inclusive and community-connected settlement support.

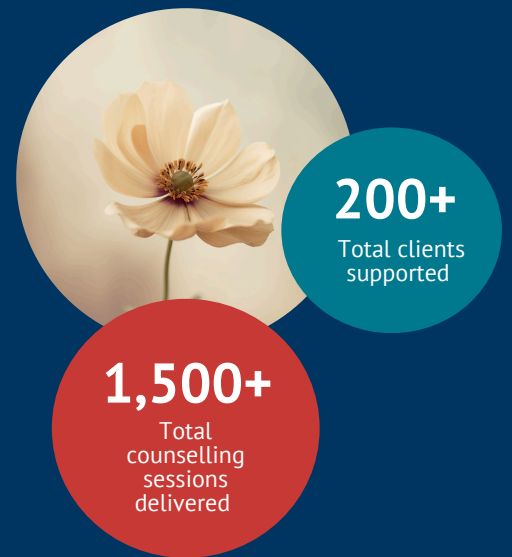
# Counselling

Chimo's Counselling Programs consist of: COPE (Coping with Obstacles and Processing Endings), STV (Stopping the Violence), PEACE (Prevention, Education, Advocacy, Counselling and Empowerment), and SAS (Sexual Assault Services). These Programs provide trauma-informed, evidence-based support to individuals and families facing some of life's most difficult challenges; they offer safe spaces for healing, skill-building, and resilience. In 2024–2025, these Programs operated at full capacity with strong demand and waitlists, underscoring their vital role in the Richmond community.

COPE supported 78 unique clients with 693 hours of counselling, helping adults process grief, bereavement, and other major life transitions through short-term, individualized counselling. STV served 69 women in 504 sessions, offering free counselling and education to those impacted by intimate partner violence, sexual assault, and childhood abuse. PEACE reached 30 children and 30 caregivers, delivering over 700 counselling sessions integrating play-based and expressive art therapy to help children safely express emotions while strengthening caregiver capacity. In 2024-2025, PEACE also piloted an Anger Management Group for children ages 11–13, supporting participants to enhance their anger management skills. SAS, now in its second year, achieved a 100% increase in clients served, providing women and gender-diverse individuals with safe, trauma-informed counselling to begin recovery.

In addition, our VIP (Violence is Preventable Program) extended our counselling services into schools, delivering 30 workshops to 671 students from grades K–12. VIP is a free, confidential, school-based prevention program designed to educate children and youth about violence, safety, and healthy relationships.

Altogether, our Counselling Programs delivered over 1,500 counselling sessions in 2024–2025. Each reflects Chimo's commitment to ensuring vulnerable community members have access to compassionate, culturally safe, and effective counselling support when they need them most.



## Staff Testimonial: Counselling Program - Meeting people where they're at

Victoria is entering her third year as a full-time counsellor with Chimo and provides counselling to clients through 2 programs: COPE, a grief and loss support program; and Stopping the Violence, for self-identifying women who have experienced gender-based violence.

“It's all about meeting people where they're at - a free service that helps underserved groups going through difficult circumstances that aren't as readily supported by mainstream programs.”

COPE, for example, is one of only a few publicly funded grief and loss programs in BC, as most of them are private, within hospice settings for the patients' families.

She sees her work in COPE as challenging yet necessary in that it supports a transition beyond the client's initial period of loss. “A six-month period is tough to help someone grieve. You can't bring someone's loved one back. All we can do is help them navigate their new reality - give them the skills and the tools to make the grieving process more manageable, help them make meaning and re-frame their experiences, and connect them to community resources and support groups.” Given the many injustices going on in our society, she sees **the counselling space as a place to offer empathy, compassion, and empowerment regardless of the background and demographics of those who come to Chimo**. No matter how the programs might evolve, it will remain as the core of service.

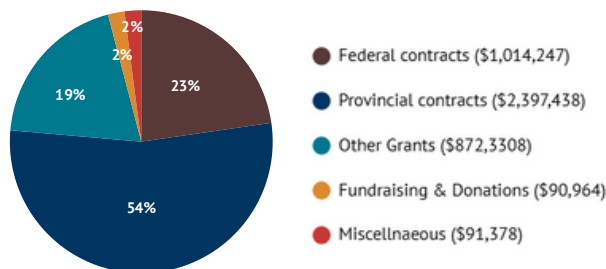
# Financial Summary

## Treasurer's Report

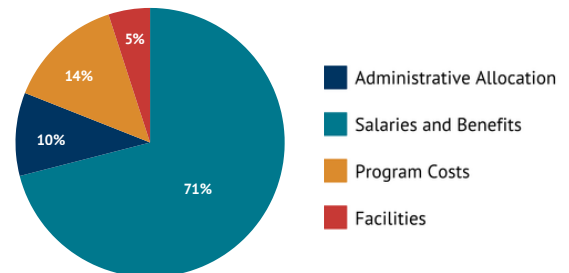
March 31, 2025 brought the closure of another excellent fiscal year for Chimo Community Services. Our continued strong financial health is reflected with our current assets growing to over \$1,530k and current liabilities holding at a very reasonable \$750k. Revenues continued to climb with this year's final hitting \$4,466k, marking a nearly \$700k increase from the previous year. Our revenues are well balanced over several key funders helping us to support a diverse base of programs and support teams. On the expense side, costs rose by \$771k, driven primarily by the addition of new staff for the 9-8-8 program and higher operating expenses for transition housing. Overall, Chimo concluded the fiscal year with a net surplus of \$27k. This positive result highlights the unwavering dedication and hard work of the entire Chimo Community Services Team, including our staff, volunteers, and leadership, whose efforts were instrumental in achieving another successful year!

Richard Macdonald, Treasurer

### Sources of Revenue



### Total Expenditures



## Contributors and Supporters

### Major Funders

British Columbia Housing Management Commission  
 Centre for Addiction & Mental Health  
 Provincial Health Services Authority  
 Ministry of Public Safety & Solicitor General  
 Immigration, Refugees & Citizenship Canada  
 Vancouver Coastal Health Authority  
 Public Health Agency of Canada  
 BC Community Gaming Grant  
 The Law Foundation of BC  
 City of Richmond  
 Ministry of Municipal Affairs- Province of British Columbia

### Businesses, Foundation and Community Groups

Buddha's Light International Association  
 City of Richmond  
 Dynamix Agitators  
 Fairmont Vancouver Airport Hotel  
 Gilmore Park United Church  
 IHN Foundation  
 Innovation Networks  
 Lingyen Mountain Temple (Canada)  
 Laureate Gamma Lambda  
 Monic Charity Foundation  
 Nucleuslabs Information Technologies (Canada) Ltd.  
 Preceptor Gamma Theta  
 Provincial Employees Community Services Fund  
 Queen's Gate Knitting Club  
 RBC Foundation  
 Rapid Building Maintenance Ltd.  
 Richmond Caring Place Society  
 Shoppers Foundation for Women's Health  
 St. Joseph the Worker Parish Catholic Women League  
 Westcoast Knitters Guild

# Celebrating Our Volunteers

At Chimo Community Services, volunteers are the spark that ignites change. With every conversation, every hour given, and every gesture of kindness, you weave threads of hope into the lives of those who need it most. Your dedication does more than support our programs, **it builds bridges of compassion across our community.**

We see the difference you make, and we honour your commitment. Each of you brings unique strengths that, together, form a powerful force for good. Because of you, individuals and families in our community find safety, connection, and encouragement to move forward. **Your impact is lasting, and we celebrate you with heartfelt gratitude.**



## Volunteer with Chimo!

Volunteering is more than service – it’s a journey of growth, connection, and purpose. At Chimo, volunteers discover opportunities to learn new skills, meet people from all walks of life, and make a tangible difference. Every act of generosity, no matter how small, strengthens the circle of care in our community.

To ensure our volunteers feel confident and supported, we provide comprehensive training and ongoing development opportunities. If you’re ready to be part of a movement rooted in compassion and equity, we invite you to join us.

To learn more, please visit <https://chimoservices.com/volunteer-overview/> or contact [volunteer@chimoservices.com](mailto:volunteer@chimoservices.com).

# Crisis Line Equity & Access Project

Funded by Public Health Agency of Canada (PHAC), the Crisis Line Equity & Access Project was an opportunity to advance Equity, Diversity and Inclusion (EDI) for Chimo as an organization. Contactors from Flow Society and Amy Cheng worked with Chimo leadership to develop and implement community engagement, training for staff and volunteers, and equity-related policies and practices for Chimo.

## Community Engagement

**125 individuals** responded to a **public survey** to help identify trends and underrepresented groups. Outreach was conducted through community services in Richmond.

**61 individuals** attended **8 Focus Groups** to better understand the experiences of people from underrepresented groups. Interpretation was provided for language-specific groups, and all groups were co-facilitated by people with lived experience.

### FOCUS GROUPS FOR EQUITY AND ACCESS PROJECT

- Cantonese, online (14 participants)
- English, online (8 participants)
- Farsi, in-person (2 participants)
- 2SLGBTQIA+, in-person (3 participants)
- Mandarin, in-person (8 participants)
- Men, online (6 participants)
- People with diverse abilities, in-person & online (14 participants)
- Spanish, in-person (6 participants)

Key themes drawn from community engagement were related to **first language services**, addressing **culture and stigma** related to mental health, and the importance of trust and relationship building.



“A bureaucratic approach erodes trust; going beyond, following up, feeling valued builds trust”

- Participant from Farsi-speaking Focus Group

“There may be family conflict, but it is not identified .... people need to understand the situation is not okay and there is help before it becomes a crisis”

- Participant from Mandarin-speaking/Seniors Focus Group

“A safe space for men to feel vulnerable, without fear of retaliation or police involvement”

- Participant from Men's Focus Group

“My language is different from my parents, yet I carry their values - a counsellor may tell me that I should leave my family, but not understand how foundational this is”

- Participant from 2SLGBTQIA+/Youth Focus Group

“Interpretation is a barrier because things get lost and misrepresented”

- Participant from Spanish-speaking Focus Group

# Training and Knowledge Sharing

## Staff and Volunteer Fall Sessions: Decolonization and Indigenous Learning

Through presentations led by 3 Indigenous leaders and facilitated conversations, **49 Chimo staff/volunteers** learned about the complex historic and present injustice of colonization of Indigenous People in Canada and the collective and individual harm it has caused. They explored decolonization practices for their work and personal lives by hearing about Indigenous cultural knowledge, reflecting on their own leadership roles, and considering intentional allyship practices with Indigenous people.

## Staff and Volunteer Spring Sessions: Underrepresented Groups, Language & Cultural Barriers and Trust

Sessions were based on findings from the Community Engagement activities in the Equity and Access project. **35 staff/volunteers** learned about the histories, context and experiences of 2SLGBTQIA+ people, people with diverse abilities, and people with language and cultural barriers. Presentations and guest speakers included Qmunity, and a person with lived experience with disability. **Cultural Humility** was introduced to participants as an approach to reflect on their own experiences and program context in addressing barriers and providing culturally safe and inclusive services.

### KEY TAKEAWAYS INDICATED BY STAFF

- How to be respectful/a good guest e.g. giving land acknowledgments
- Appreciation of speaker cultivating safety through connection
- Thinking about how crisis lines can better respond to Indigenous people
- Importance of ongoing learning about TRCs, ceremony, allyship etc.
- Work in consultation with local Indigenous people
- Create more activities for newcomers to learn about Indigenous people and TRC
- Safe, inclusive resources vetted by Qmunity
- Unique histories and experiences of 2SLGBTQIA+ people and barriers related to fear and shame
- Ways to offer non-judgmental, trauma-informed care that is strength-based, including self-disclosure to cultivate safety
- Active listening and empathy
- Use of translation tools



### KEY PARTNERS IN EQUITY & ACCESS PROJECT

Atira Services for Women (Indigenous guest speakers)  
BC Crisis Lines Network  
Hong Kong House (social media)  
In a Good Way Consulting (Decolonization and Allyship)  
MOSAIC (Language Department and Priority Populations Health Clinic)  
Qmunity: BC's Queer, Trans and Two-spirit Resource Centre  
Richmond Centre for Disability  
Richmond Community Services Advisory Committee  
Umbrella Multicultural Health Co-op (cultural brokers)  
988 Community of Practice

# EDI initiatives

Our staff-led EDI Committee was established in January 2024. As of March 31, 2025, **7 EDI Committee meetings** had been held, a **Terms of Reference** was approved, and an **EDI Resource Hub** was established for Chimo staff/volunteers.

From September 2024-January 2025 the Project Team worked with leadership to review, revise and develop:

- Equity, Diversity & Inclusion Policy
- Accessibility Policy
- Language Access Policy
- Inclusive Purchasing Policy

Chimo leadership is committed to supporting ongoing EDI growth and initiatives including client surveys, supporting the EDI Committee in establishing annual priorities, adequately resourcing **ongoing EDI training**, and engaging people with lived experience to inform programming, training and curriculum development.



*Equity & Access Kick-off: All Staff Meeting, June 2024 & Fall Training, October 2024*



# Contact Us

## Office Address

120 – 7000 Minoru Boulevard  
Richmond, B.C., Canada V6Y 3Z5  
Mon-Fri / 9:00 am to 4:30 pm

604-279-7077  
chimo@chimoservices.com  
<https://chimoservices.com/>



**Instagram**  
[@chimoservices](https://www.instagram.com/chimoservices)



**X**  
[@chimoservices](https://twitter.com/chimoservices)



**Facebook**  
[Chimo Community Services](https://www.facebook.com/ChimoCommunityServices)



**LinkedIn**  
[Chimo Community Services](https://www.linkedin.com/company/ChimoCommunityServices)

