



2025-2026 ANNUAL REPORT

Chimo Community Services

*Empowered communities free from
injustice, violence and crisis*



City of
Richmond

Malcolm D. Brodie
Mayor

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GREETINGS FROM THE MAYOR:

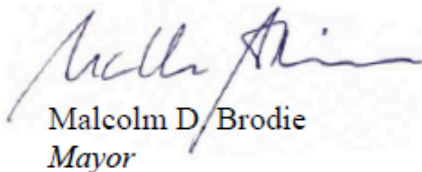


On behalf of City Council and the residents of Richmond, I would like to extend sincere greetings and welcome you all to the Chimo Community Services' Annual General Meeting, being held on Wednesday, September 23, 2026, at the Richmond Caring Place.

As you gather for your 2026 AGM, it is a privilege to celebrate the profound difference your organization makes across Richmond. Over the past year, your team has demonstrated remarkable resilience and compassion, answering thousands of crisis line calls and providing an essential lifeline to individuals experiencing acute distress. This successful year is a testament to the unwavering empathy of your staff, the selflessness of your volunteers, and the strategic vision of your leadership team. We are deeply appreciative of the invaluable services that Chimo offers to the Richmond community.

As Mayor, I take pride in the remarkable multicultural community within the City of Richmond. I believe that it creates mutual respect and generates understanding of the different perspectives and traditions that make up a diverse cultural heritage.

Please accept my best wishes for continued growth and success, and thank you to everyone who worked so diligently to organize this event.



Malcolm D. Brodie
Mayor

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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 Sćəwaθn 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

2025–2026 has been a year of continued growth, learning and connection for Chimo Community Services. Across our programs, we have seen how deeply interconnected people's needs can be. A person reaching out in crisis may also need safe housing, counselling, legal advocacy, settlement support or simply a trusted place where they feel heard and respected. Chimo's strength lies in our ability to respond to these needs with compassion, practical assistance and a commitment to walking alongside people as they move toward safety, stability and hope.

Throughout the year, demand for our services remained high. In response, we strengthened our programs, expanded partnerships, and continued to build pathways between services so that individuals and families could access more coordinated support. From providing immediate crisis intervention and safe shelter to helping people secure housing, navigate legal and government systems, heal from violence and loss, and establish a sense of belonging in a new community, our teams remained focused on meeting people where they were.

Notable highlights included Chimo's continued participation in Canada's 9-8-8 Suicide Crisis Helpline and the growth of Safe Haven as Richmond's dedicated settlement service for refugee claimants. Safe Haven also created opportunities for newcomers to connect through Yalda Night, Afro-Latin dance sessions and a Chinese New Year celebration. Our Coldest Night of the Year walk brought residents, businesses, donors and volunteers together in support of people experiencing hurt, hunger and homelessness.

We extend our sincere appreciation to our staff and volunteers, whose dedication and compassion are at the heart of Chimo's work. We are equally grateful to our funders, donors, community partners and Board members for their continued trust and commitment.

As we look ahead, we remain guided by our vision of empowered communities free from injustice, violence and crisis.

Richard Macdonald
Board Chair

Simon Kaebe
Executive Director

2025-2026 Board of Directors

Chair: Richard Macdonald

Vice Chair: Axel Menzler

Treasurer: Richard Macdonald

Secretary: Stefanie Wong

Directors-At-Large: Terry Crowe, Mariella Deltcheva, Mac Abudieh, Carolyn Rhee-Thompson, Tayo Adeniyi.

Program Highlights

Housing

Nova Transition House

Nova Transition House provides safe, temporary housing for women and children fleeing domestic violence and is the only transition house in Richmond. During their stay, residents receive emotional support, safety planning, practical assistance, advocacy, and referrals to community services. Nova House is funded by BC Housing and private donations from the community.

In 2025–2026, Nova continued to experience significant demand for emergency accommodation, with approximately 236 requests for shelter unable to be accommodated because the house was full. The program strengthened its relationship with Harbour House Second Stage Housing, increasing opportunities for residents to transition into longer-term safe housing. During the final quarter, 17 residents moved into safe or stable housing, while 100% of residents developed a safety plan with staff.

Nova also introduced a pilot volunteer initiative for former residents, creating opportunities for women who had successfully completed the program to return and support current residents. The program also hosted two UBC social work practicum students, who contributed more than 365 hours supporting case management, resource navigation, and resident services.

100%

of residents left feeling equipped to deal with daily challenges, and aware of community resources

94%

of clients developed safety plans with staff support

92%

of clients did not return to their abuser after leaving Nova House



100%

percent client secured housing

47%

of unhoused client secured housing



Homelessness Prevention Program

Our Homelessness Prevention Program (HPP) supports individuals from higher-risk populations with rental subsidies, case management, advocacy, and service navigation to help them secure or maintain stable housing. HPP is funded by BC Housing.

In 2025–2026, HPP supported individuals experiencing housing instability across Richmond, Ladner, and Tsawwassen. Of those accessing the program, 52 were fleeing domestic violence, 35 were leaving hospital, and 15 identified as Indigenous. During the year, 25 clients who were unhoused secured housing, while 20 clients received support to maintain their existing housing. HPP coordinators also assisted clients who were not eligible for the program by connecting them with other community resources and services.

This year, HPP strengthened partnerships with Vancouver Coastal Health social workers and other community service providers, expanding the range of resources available to clients. Coordinators also supported individuals fleeing violence to apply for BC Housing's longer-term Canada-BC Housing Benefit for Survivors of Gender-Based Violence, while providing interim HPP subsidies as applications were processed. Finding appropriate and affordable housing continues to be a significant challenge, and HPP remains focused on helping clients build the stability needed to maintain housing independently.

BC Rent Bank

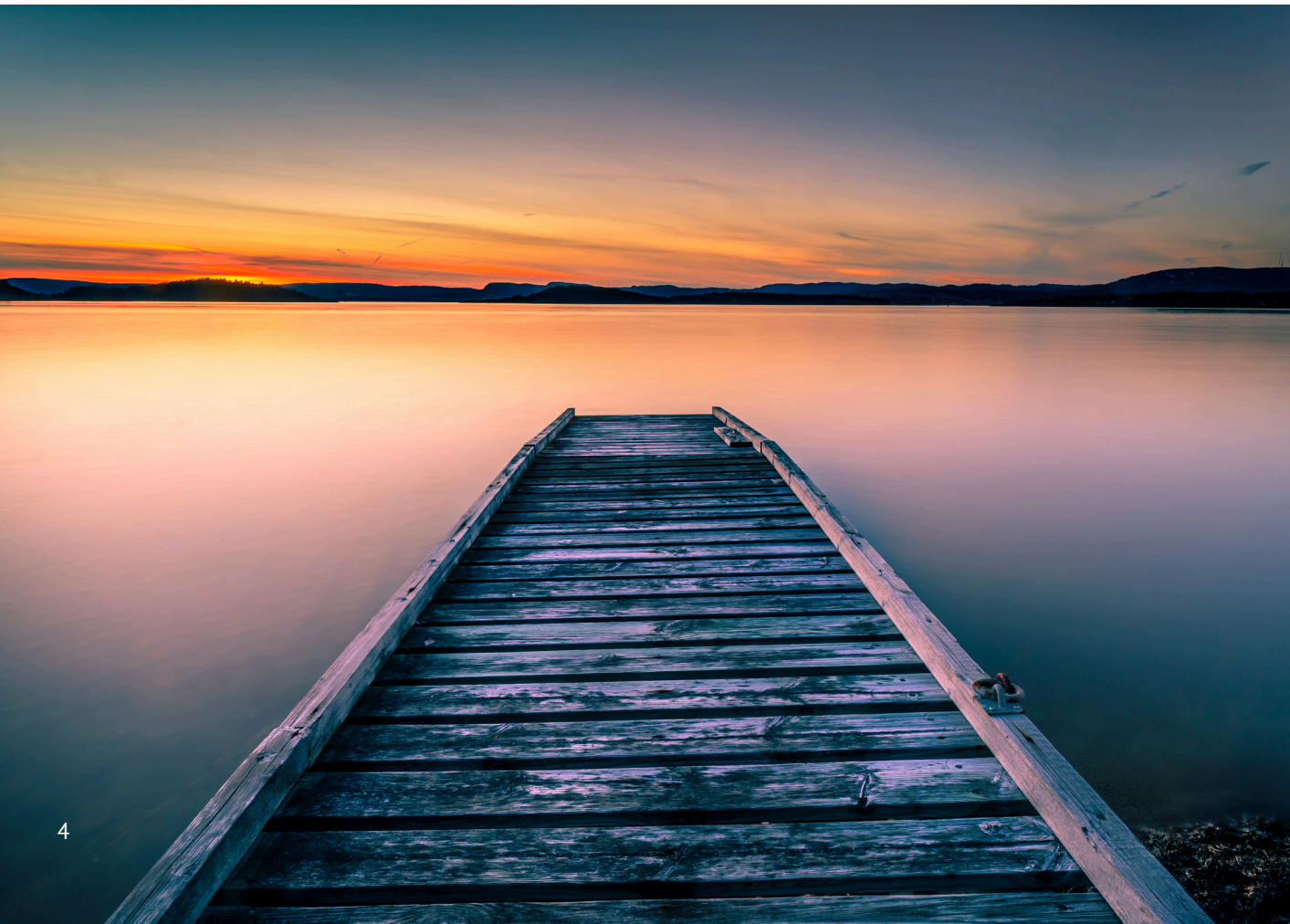
Chimo's Rent Bank program provide financial assistance to individuals and families experiencing housing instability or at risk of homelessness. Through short-term loans, grants, referrals, and community-based support, the programs help eligible clients address urgent housing costs and maintain greater stability.

In 2025/26, 50 clients were served through Rent Bank and 41 through Reaching Home. Rent Bank provided \$74,170.36 in loans, while Reaching Home distributed \$66,838.76 in grants, representing more than \$141,000 in direct financial assistance to community members during the year.

Demand remained high, with 187 applications not approved throughout the year. Where applicants did not meet eligibility requirements, staff continued to provide information, referrals, and connections to other community resources and potential sources of support.

Community outreach remained an important part of the program. Presentations and relationship-building efforts across Richmond, Ladner, and Tsawwassen increased awareness of available loans and grants, particularly in communities where application numbers had previously been lower. Despite growing application volumes, staff continued working toward responding to completed applications within one to two days. Additional Reaching Home funding was also successfully secured when available grant funds began running low.

Client feedback reflected the value of this support, with respondents reporting that they felt welcomed, respected, and professionally supported. One client described the assistance they received as a "genuine lifeline."



Crisis Lines

Chimo Crisis Line

Chimo's Provincial Crisis Line operates from 8 a.m. to midnight, seven days a week, providing short-term telephone support to individuals experiencing personal crisis. The service is designed to help callers improve their ability to cope with situations that cause them distress and is funded by BC Mental Health and Substance Use Services, a program of the Provincial Health Services Authority (PHSA), and the City of Richmond.

Across calls with recorded outcomes, approximately **72%** demonstrated an increased ability to cope, either through changes identified by the caller or observed by the responder.



7044
Calls
Answered



3,908.7
volunteer hours
contributed &
77 practicum
hours
contributed

The program also continued to strengthen responder capacity and service sustainability. Volunteer recruitment was expanded through post-secondary partnerships, responder training resources were updated to incorporate trauma-informed practice, and collaboration with sector partners created additional suicide-intervention training opportunities for staff and volunteers.



7881

9-8-8 calls
and text
interactions

9-8-8

Throughout 2025–2026, Chimo continued to support the national 9-8-8 Suicide Crisis Helpline, providing phone and text-based crisis support to people experiencing emotional distress, hopelessness, or thoughts of suicide. Through 9-8-8, callers and texters are connected with trained responders who provide immediate support, help assess safety, and work with individuals to identify next steps and appropriate resources.

Over the fiscal year, Chimo responded to 7,881 9-8-8 interactions, including **7,321** calls and 560 texts, with answer rates remaining above **90%** for both channels throughout the year. These interactions reflect the continued demand for accessible crisis support and the importance of ensuring that people can reach a responder when they need immediate assistance.

Chimo continued to strengthen its capacity to provide reliable 9-8-8 coverage during the year. A part-time responder and an additional casual responder were introduced to improve staffing stability, while volunteers began being welcomed into the 9-8-8 program to further strengthen responder capacity. The program also continued to refine training, procedures, and team practices to support consistent service delivery and responder preparedness. Together, these efforts help ensure that Chimo remains a strong part of Canada's national crisis response network, providing compassionate, timely support to people reaching out during some of their most difficult moments.

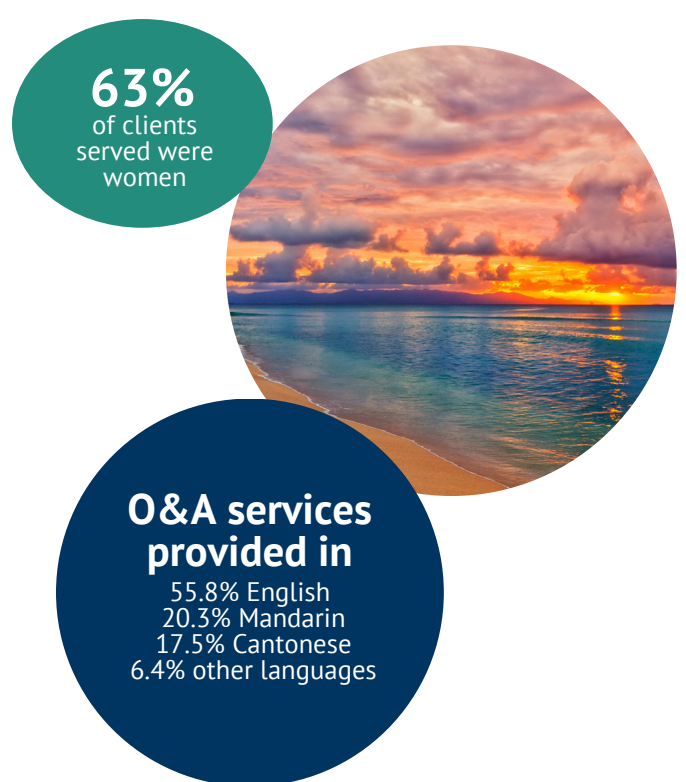
Advocacy

Outreach & Advocacy

Our Outreach & Advocacy program (O&A) provides practical support for poverty-related issues like income security, housing, tenancy, employment, consumer rights, debt, and safety planning.

In 2025-2026, O&A supported 678 individuals in 16 languages, with income security representing the largest area of advocacy. The program also saw increased demand from women fleeing violence particularly those requiring support in languages other than English as it continued to prioritize referrals from Nova House.

Volunteer advocates and practicum students remained central to service delivery, contributing more than 3,500 hours throughout the year. O&A was also able to grow its staff roster by one part-time outreach worker, which allowed the program to double its number of clients receiving more complex, full-retainer support, as well as increase service speed and better facilitate volunteer and student advocacy.

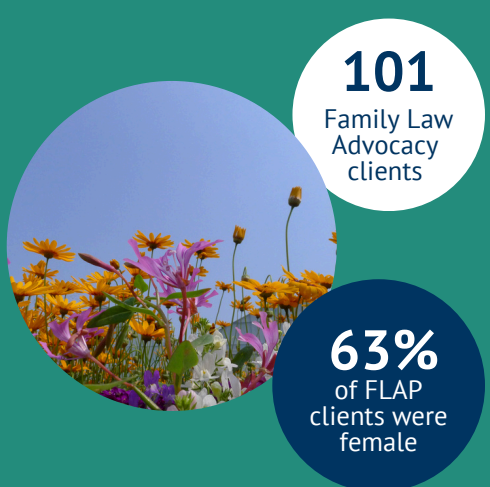


63%
of clients
served were
women

**O&A services
provided in**
55.8% English
20.3% Mandarin
17.5% Cantonese
6.4% other languages

Family Law Advocacy Program

Chimo's Family Law Advocacy Program (FLAP) supports individuals navigating complex family law matters, including divorce and separation, parenting issues, protection orders, and division of assets and debt. While the program does not provide legal representation in court, clients receive information, guidance, emotional support, and referrals to help them understand their options and make informed decisions.



101

Family Law
Advocacy
clients

63%
of FLAP
clients were
female

In 2025-2026, the program supported 101 unique clients and provided assistance with 277 family law issues, with divorce and separation representing the largest area of support.

Following the completion of a significant client-file review, the FLAP coordinator was able to reopen the program's waitlist and resume intake of new clients after a brief hiatus. The coordinator also became a Commissioner for Taking Affidavits, helping low-income clients move their family law matters forward more efficiently by allowing them to swear or affirm documents directly through the program.

Counselling

Chimo provides four counselling programs to vulnerable individuals and families in our community: Coping with Obstacles and Processing Endings (COPE), Stopping the Violence (STV), Sexual Assault Services (SAS), and Prevention, Education, Advocacy, Counselling and Empowerment (PEACE) for children and youth experiencing violence. Together, these programs support adults navigating grief and difficult life transitions; women and gender-diverse people who have experienced gender-based violence, sexual assault, or childhood abuse; and children and youth affected by violence in the home.

In 2025–2026, Chimo's counselling programs delivered more than 2,000 counselling sessions. PEACE supported 32 children and 32 caregivers through 718 sessions, using play-based and expressive art approaches to help children safely express emotions while strengthening caregiver capacity. The program maintained no waitlist and continued to have capacity for new clients. COPE supported 126 active clients through 593 counselling sessions, following 135 inquiries during the year.

Demand remained high across adult counselling services. STV supported 85 clients through 452 sessions, while SAS supported 52 clients through 330 sessions. Both programs operated at full capacity, with waitlists ranging from two to four months. Counselling services also extended into schools through the Violence is Preventable (VIP) Program, which delivered 20+ workshops to more than 300 students from Kindergarten to Grade 12, providing education on violence prevention, safety, and healthy relationships.

327

counselling
clients

100%

of clients reported
an increase in
their ability to
cope with their
situation

2000

counselling
sessions
delivered

Youth Engagement

Chimo's Youth Engagement Program (YEP) offers educational programs and workshops that are designed to increase awareness of community support services and strengthen social and emotional life skills. The intended outcome is to increase the resiliency of youth and help prevent potential crises. YEP is funded by the BC Community Gaming Grant, the City of Richmond's Health, Social and Safety Grant, and BC Society of Transition Houses Violence is Preventable (VIP) program subsidy.

A major component of YEP is our Peace of Mind workshops, which address topics including stress management, communication skills, suicide awareness, healthy relationships, mental health and resiliency, anti-bullying and self-image.

In 2025-2026, YEP delivered 131 workshops to 3,459 youth across Richmond. The program also expanded its community reach by delivering programming at the City Centre Community Centre, and integrated VIP content into its existing workshops on teen relationship violence. The program also introduced a more supportive volunteer model that allows volunteers to work directly with staff presenters and gradually take on workshop responsibilities, thus allowing for more customized progression in volunteer development.

90%

of youth said the
presenter did a
good job

79%

of youth said the
information was
helpful



Settlement

Safe Haven for Refugee Claimants

Starting a new life in Canada can be overwhelming, especially for refugee claimants arriving with limited resources, few local connections, and anxiety about what comes next.

As Richmond's only dedicated provider of wraparound Safe Haven services, our two Settlement Workers walk alongside refugee claimants as they begin building their lives in the community. From the first days of arrival, we help clients find their way through unfamiliar systems, from securing temporary housing and accessing income assistance and legal aid resources, to applying for health coverage, preparing for employment, understanding government services, and connecting with mental health and community supports.



"I feel more hopeful, empowered and emotionally stronger as I continue rebuilding my life in Canada."

– Safe Haven Client

10+ Languages Supported

26% Spanish,
17% Farsi/Dari,
9% Mandarin,
5% Arabic,
+ other language



In 2025–26, we welcomed **279 new clients, nearly 40% more than the previous year**, while continuing to support returning clients as new needs emerged. Behind this number are hundreds of individual journeys and thousands of conversations. **Our support grows and changes as our clients' lives do.**

Beyond individual settlement services, we offered weekly English Conversation Circles, employment skills workshops, community field-trips, cultural celebration events, wellness activities, clinical counselling, and practical supports such as our in-person CRA clinic. Through community partnerships, 9 Safe Haven families with enjoyed a free three-night Easter Family Camp sponsored by a local church. Together, these wrap-around supports helped clients build confidence, community connections, and a stronger sense of belonging

Finding Hope and Connection Again

A Safe Haven Client Success Story

When a Farsi-speaking refugee claimant came to our Safe Haven Program, she was carrying the emotional impact of traumatic experiences before coming to Canada, along with the challenges of adjusting to a new home and life. Everyday life for her had become difficult. She was experiencing anxiety, sleeplessness and isolation, and found it hard to connect with people around her.

Alongside the trauma-informed settlement and emotional support provided by our Settlement Worker, she was also matched with a Farsi-speaking clinical counsellor, giving her the comfort of talking about difficult experiences in her own language. With support and practical coping strategies, she gradually began to feel calmer, stronger and more confident. As she felt better, she also began stepping back into the community, joining activities, meeting others and building new connections.

“I feel more hopeful, empowered and emotionally stronger as I continue rebuilding my life in Canada.”

Her journey reminds us that finding a new home is also about finding hope, connection and the strength to move forward.

Settlement

Celebrating Culture, Creating Belonging

Culture, traditions, and community connections play an essential role in healing, belonging and building confidence of life for newcomers. In 2025-26, our Safe Haven Program hosted a series of culturally specific events that brought our clients together to celebrate who they are, share their cultures and support one another on their settlement Journey.

YALDA NIGHT - A NEW FAMILY FAR FROM HOME

In December 2025, Chimo's Safe Haven hosted our first Yalda Night celebration event, bringing together more than 40 Farsi-speaking clients and over 55 participants in total from the community. With Persian food, music, dancing and traditions, the evening brought the warmth of Yalda to people who may otherwise have spent this special night far away from family.

One Afghan refugee claimant who had been alone in Canada for three years shared that it was his first Yalda celebration since arriving in Canada and that, for the first time, he felt at home and surrounded by family. A senior couple also thanked Chimo, sharing that although they deeply missed their relatives, the celebration made them feel they had found a new family in Canada.



“It was my first Yalda Celebration in Canada. For the first time, I felt at home and surrounded by family.”

“We miss our family very much, but together we feel we have found a new family in Canada. Thank you, Chimo”

- Participants



“I feel happier and more relaxed after the class”

“I made new friends. We encouraged each other”

- Participants

AFRO-LATIN DANCE - FINDING JOY THROUGH MOVEMENT

our Afro-Latin dance sessions in February 2026 brought together culture, music, movement and wellness in a different way. In a relaxed and welcoming environment, clients could dance, laugh, release stress and connect with one another without language being a barrier.

CHINESE NEW YEAR - SHARING CULTURE ACROSS COMMUNITIES

Our Chinese New Year celebration in February 2026 welcomed more than 20 clients from different cultural backgrounds to experience the traditions and joy of Lunar New Year together. Rather than being a celebration for only one community, it became an opportunity for newcomers to share traditions, learn from one another and celebrate cultural diversity together.



“It's my first time celebrating Chinese New Year in Canada. I learned so much and had so much fun!”

- Participant

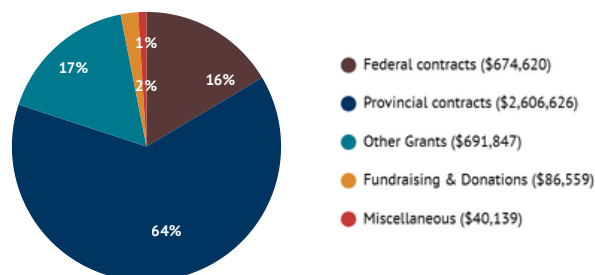
Financial Summary

Treasurer's Report

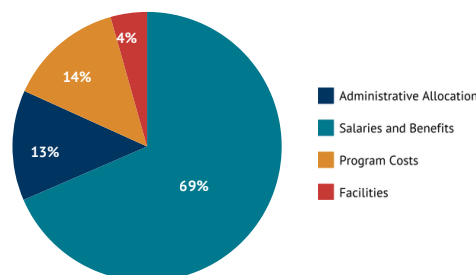
At the close of the fiscal year on March 31, 2026, Chimo reported a total revenue of \$4.10 million. Provincial contracts remained our largest source of funding, supplemented by federal contracts, other grants, fundraising, donations and miscellaneous revenue. Total expenses for the year were \$4.18 million, with salaries and benefits representing the largest share, reflecting the skilled staff required to deliver Chimo's diverse, people-centred programs. Program delivery, administration and facility operations accounted for the remaining expenditures. Chimo concluded the fiscal year with a modest deficit of approximately \$76,395, representing less than two percent of total revenue. This result reflects the continuing challenge of balancing service-delivery costs with available funding. We remain committed to responsible financial stewardship and to directing our resources toward effective, accessible services for individuals and families across our community.

Richard Macdonald, Treasurer

Sources of Revenue



Total Expenditures



Contributors and Supporters

Major Funders

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

Businesses, Foundation and Community Groups

City of Richmond
Costco Wholesale Canada Ltd.
Dynamix Agitators
Fairmont Vancouver Airport Hotel
Gilmore Park United Church
IHN Foundation
Innovation Networks
Laureate Gamma Lambda
Lingyen Mountain Temple (Canada)

Businesses, Foundation and Community Groups

McAndless Family Charitable Foundation
McMath Secondary School
Monic Charity Foundation
Preceptor Gamma Theta
Provincial Employees Community Services Fund
Queen's Gate Knitting Club
Rapid Building Maintenance Ltd.
Richmond Caring Place Society
Richmond Country Club
Richmond Pentecostal Church
Richmond Secondary School
Shoppers Foundation for Women's Health
West Cambie Children's Centre

Thank you to our volunteers

Volunteers are an essential part of Chimo Community Services, bringing their time, skills, lived experience and compassion to programs across the organization. Their support helps us extend our reach, respond to community needs and create welcoming, meaningful experiences for the people we serve.

Throughout the year, volunteers contributed in many ways, including advocacy, crisis support, employment and English-language activities, youth workshops, and a Nova Transition House pilot that created volunteer opportunities for former residents interested in social services. Practicum students also brought fresh perspectives and additional capacity to our programs while gaining valuable hands-on experience under the guidance of Chimo staff.

To every volunteer and practicum student who shared their time, knowledge and talents with Chimo: thank you. Your contributions strengthen our programs, support the people we serve and help build a more caring and connected community.



Volunteer with Chimo!

Volunteering is a meaningful way to strengthen your community while building new skills, connections, and experiences. At Chimo, volunteers play an important role in supporting our work and helping create positive change for individuals and families in our community.

We are committed to ensuring our volunteers feel prepared, supported, and valued. Volunteers receive comprehensive training, ongoing guidance, and opportunities to continue learning and developing their skills.

Interested in getting involved? Contact volunteer@chimoservices.com to learn more about volunteering with Chimo.

Community in Action

At Chimo, our work begins with helping people through crisis, but it doesn't end there. We also bring people together, build understanding, and create opportunities for connection and belonging. Every day, we help people find support, navigate difficult circumstances, and move forward with greater confidence and hope.

Beyond our direct services, we bring our community together to raise awareness of the challenges facing people in our community, deepen understanding, and inspire positive action. This year, two Chimo-wide events showed what is possible when people come together to care, learn and make a difference.

Coldest Night of the Year (CNOY)

Walk Together. Caring Together.

Every February, Chimo joins communities across Canada for the Coldest Night of the Year (CNOY)—a national fundraising walk supporting people experiencing hurt, hunger and homelessness.

For Chimo, the walk connects closely to the heart of our work. Every day, we support people facing crisis, violence, housing instability and other difficult life circumstances. Walking together on a cold winter evening is a simple but meaningful way to stand alongside those in our community who may be facing some of their hardest days.



Every Step Support Someone

This year, our walkers, teams, donors and sponsors came together once again to raise more than \$15,000 for Chimo. Funds raised through CNOY help strengthen the services our community depends on, from crisis support and counselling to legal advocacy, homelessness prevention, settlement support for vulnerable newcomers, and safe shelter and transitional housing for women and children fleeing domestic violence, helping people move toward greater stability and hope.

But the impact of CNOY goes beyond the dollars raised. It brings neighbours, families, businesses, volunteers and community organizations together around a shared belief: when someone in our community is struggling, they should not have to face it alone.



Because of You, We Make it Happen

Behind every successful CNOY is the people who stood behind it.

To our amazing event sponsors, team captains, walkers, donors, volunteers and community partners - because of your generosity, time and support, we made every step count.

Celebrating Indigenous Peoples

A Day to Listen, Learn & Connect

On June 21, 2025, with support from the City of Richmond, Chimo brought community members together in recognition of National Indigenous Peoples Day, creating a welcoming space to celebrate Indigenous cultures while learning through stories, traditions and shared experiences.

For Chimo, this celebration reflects our ongoing commitment to equity, diversity and inclusion by creating meaningful opportunities to learn from Indigenous Peoples, deepen our community's understanding of Indigenous histories and cultures, foster intercultural understanding, and continue our shared journey toward reconciliation.

Stories That Bring People Together

More than 50 community members of different ages and diverse cultural backgrounds joined the celebration. With Indigenous Elders and facilitators from Moon Tide Reconciliation guiding the experience, participants listened to stories and teachings, engaged directly with the Elders, learned about Indigenous histories and traditions, enjoyed hands-on crafts and Indigenous food, and connected through shared cultural experiences. The day created a welcoming space where learning, sharing and meaningful intercultural connections came to life.



Carrying the Learning Forward

The learning and connections made that day went beyond the celebration itself. By listening, learning and sharing together, we deepened our understanding and respect across cultures.

At Chimo, we continue to learn from Indigenous voices, celebrate Indigenous cultures, build meaningful connections, and carry the spirit of reconciliation forward in our work and throughout our community.



Learning about Indigenous history helped me better understand Canada and the experiences of Indigenous Peoples. As newcomers, I believe it is important for us to learn, show respect, and understand why reconciliation matters."

— Newcomer participant



"I loved the paddles painting activity and listening to the stories. I learned about Indigenous history, and it was my first time meeting Indigenous Elders. They were so warm and friendly."

— Young event participant

We extend our heartfelt thanks to the Elders and facilitators from **Moon Tide Reconciliation** for sharing their stories, knowledge and culture with our community.

Contact Us

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City of
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Malcolm D. Brodie
Mayor

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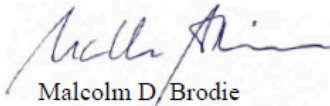


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