

# RICHMOND CENTRE FOR DISABILITY ANNUAL REPORT

## 2015-2016

Presented at the Annual General Meeting November 22, 2016

The Richmond Centre for Disability (RCD) is participant-directed, disability-led and community-based agency that provides direct service to the entire community on disability issues. It works to support persons with disabilities for self-advocacy and empowerment by:

- Designing and facilitating empowerment process
- Building capacity for staff, volunteers and participants to engage with community
- Managing an array of services through an Independent Living lens



### Services breakdown by area:

- ◆ Skills Development **38%**
- ◆ Specialized Projects & Events **23%**
- ◆ Information & Networking **18%**
- ◆ Volunteer Training & Engagement **7%**
- ◆ Peer Support Groups **5%**
- ◆ Community Engagement **5%**
- ◆ Parking Permits Program **4%**

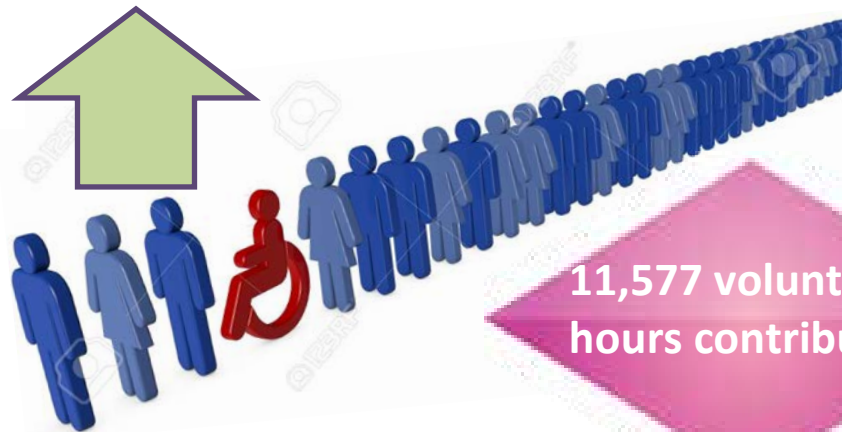
**TOTAL 25,922 people received services at RCD from April 2015 to March 2016**

**60,226 Direct Service Hours**



### Head Count Increases:

- ◆ 1,575 General Members
- ◆ Chinese Support Group 338 Members
- ◆ 11 Board Members
- ◆ 133 Active Volunteers

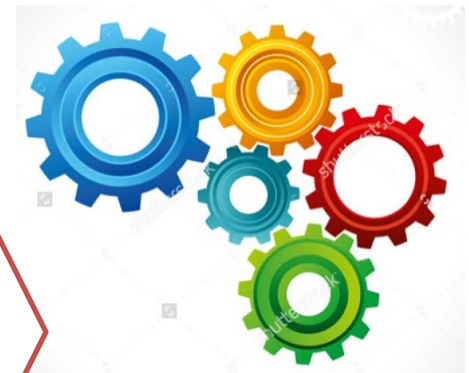


**11,577 volunteer hours contributed**

# **RICHMOND CENTRE FOR DISABILITY AT WORK – ACTIVITY SUMMARY**

**Distribute 6,456  
newsletters, total  
10 editions of  
publications**

**Over 175,000  
average monthly  
page hits on RCD  
website**



**Present in 31  
community events,  
6 public speaking &  
41 community  
meetings**

**Over 20,000 head-  
participation in  
centre-based  
activities**

**Issued 2,195  
Accessible  
Parking Permits**

**Offered 30  
different  
recreational  
activities**

**9,091 average  
monthly page hits  
on Access  
Richmond website**

**Delivered 156  
English Classes  
and 169 Computer  
Classes**

**Face Book  
generated 747  
Likes of the RCD  
page with average  
10 new likes each  
week**

**Twitter has 539  
followers &  
posted 1,855  
tweets, average 5  
tweets a week**



# RICHMOND CENTRE FOR DISABILITY REPORT CARD FOR 2015-2016

Participants

- In everything we do, we try to improve our understanding of the preferences and ambitions of people with disabilities, acting on their feedback to shape the services and support we provide. We are committed to understanding and capturing their individual aspirations and choices.

RCD

- Our strategic outcomes are supported by milestones, indicating what we plan to achieve each year, and to measure progress towards the outcomes. We believe that achieving these strategic outcomes will help towards making our mission a reality for the people we serve.

Goals	Objectives	Outcomes	
Increase Service Utilization	To increase number of participants, service hours and fulfil participants' needs	<ul style="list-style-type: none"> <li>◆ 6% Increase in number</li> <li>◆ Maintained similar service hours as previous year</li> <li>◆ 2 new services designed and offered</li> </ul>	<b>PASS</b>
Enhance Participant Value	To provide opportunities and support in community participation and to enhance self-determination and empowerment	<ul style="list-style-type: none"> <li>◆ SIL Project to support community participant and employment</li> </ul>	<b>PASS</b>
Improve Funding Structure	To increase project funding and fee-for-service revenue	<ul style="list-style-type: none"> <li>◆ Corporate Sponsorship</li> <li>◆ Multi-year Sponsorship</li> <li>◆ New Community Partnership</li> </ul>	<b>PASS</b>
Expand Fundraising Opportunities	To increase donation and donor base; and to improve marketing outcomes	<ul style="list-style-type: none"> <li>◆ Overall revenue increased by 20%</li> <li>◆ A contingency fund established</li> </ul>	<b>PASS</b>

# RICHMOND CENTRE FOR DISABILITY ADDITIONAL ACHEIVEMENTS

## 2016 Canadian Open Wheelchair Curling Bonspiel



**Bus Pass Rally**

**Ambassador Training**



**Sensitivity Training  
for Taxi Drivers**

**Access  
Awareness  
Month**



**Invisible Disability  
Awareness Forum**



# RICHMOND CENTRE FOR DISABILITY EVENTS & COMMUNITY ENGAGEMENT

## 2016 Fundraising Gala – Eastern Mystic



## Gaming Cheque Presentation



## Visit from Chinese Delegation



## Annual Community Hot Dog Day

# RICHMOND CENTRE FOR DISABILITY PROJECTS & OTHER SERVICES



Free Income Tax Filing: 6 sessions, 146 people accessed the service



Children Summer Camp: 6 weeks, registered 32 children with special needs



Youth Internship Training: hired 4 youth interns for 6 months



Flu Shot Clinic: 43 participants received flu vaccine thru RCD



Employment Support Program & Job Skills Training Club

# RICHMOND CENTRE FOR DISABILITY WHAT'S NEXT?

The RCD will continue to be guided by our 5 strategic priorities:



## Governance Focus

Build capacity to enrich policy development and community outreach; bring visibility to disability issues



## Operational Focus

Promote understanding and technical capacities for collecting, analyzing, interpreting and reporting on data



## Services

Build on a strong sense of community and belonging; ensure services delivery is targeted to participants and be responsive to an ever-changing environment



## Membership

Basis for succession planning is to expand RCD membership



## Supporting our Staff

Support to respond and manage change effectively, promote self-care and capacity building by a strength-based, mentoring approach

# RICHMOND CENTRE FOR DISABILITY LEADERSHIP

## Board of Directors (2015-2016)

- ◆ Vince Miele (Chair)
- ◆ Tom Parker (Vice Chair)
- ◆ Angela Gauld (Secretary)
- ◆ Abu Hafizullah (Treasurer)
- ◆ Andrew Hu
- ◆ Michael Sirota
- ◆ Phillip Do
- ◆ Romilda Ang
- ◆ Samantha Siu
- ◆ Sarah Ho
- ◆ Shirley Liang

## Our Mission

The mission of RCD is to empower people with disabilities to participate in the community to the level of their desires and abilities by providing information, resources, support and by increasing community awareness and accessibility.

## Our Visions

The RCD is a consumer centred organization committed to enabling all people with disabilities in making informed choices, creating opportunities, meeting their goals and reaching their full potential.

We offer an empowering, friendly environment where we work to provide quality services that lead to inclusion for people with disabilities and greater public awareness.

We strive to achieve our mission by being financially sustainable with secured corporate and government funding, revenue generating programs and proactive fundraising efforts.

## RCD 2016 Key Message

Now moving beyond its 30 years, the RCD is a **resilient** organization within an often challenging funding environment. We are **participant-focused** and committed to **empowering** our **diverse**, cross-disability membership. We do this by remaining **approachable** and **responsive** to member and stakeholder needs.

Our **flexible** and **resourceful** Centre staff work **collaboratively** with our participants. Thanks to this **teamwork**, and through our many activities and services, we regularly witness our members' **perseverance** in self-determination and growth toward **independence**.