

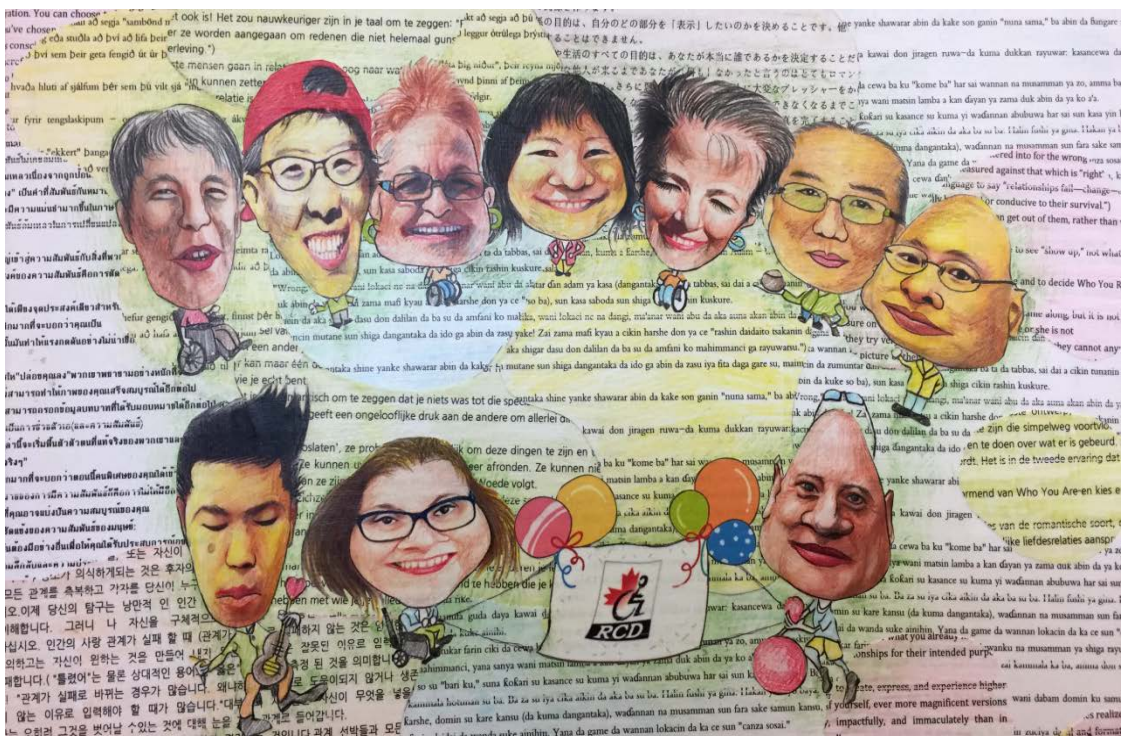


2018 ANNUAL REPORT



Presented at the 2018 RCD Annual General Meeting on November 27, 2018





MESSAGE FROM THE CHAIR & EXECUTIVE DIRECTOR

Diversity and inclusion is the most important conversation most not-for-profit organizations are having nowadays. As a sector that provides social services and supports marginalized communities, we are striving to make room for diversity, be it on our boards, staff, members and among our volunteer teams.

But what does diversity and inclusion really mean? Some people would say that it is about representation. Diversity allows for the representation of other life experiences, perspectives and understanding and gives this representation an important seat at the table. Inclusion is just that, it is the act of including those experiences, perspectives and understandings and allowing them to have a voice and to be seen and valued.

For the Richmond Centre for Disability (RCD), diversity and inclusion is a journey; and it takes work, and in some cases, a shift in thinking. When we decide to move into the Lansdowne Centre, we are facing much uncertainties. The whole new setting in a very public shopping mall is unusual for a social service agency,

particularly one that is supporting people with disabilities. We take a leap of faith and hope to introduce and nurture different perspectives and understandings on disability for the general public, as well as the disability community.

In 2018, our priorities were originally focussing on relocation. In the process, we saw the emergence of bold and strategic goals and organizational alignment to pursue diversity and inclusion of persons with disabilities.

33 years into the establishment of the RCD, we have indeed come a long way. We celebrate the exciting news of the prospect of being included and accepted into the community, through having representation, a seat at the table, having a voice, being seen, and ultimately are valued.

George Pope
Board Chair

Ella Huang
Executive Director





2017 - 2018 SERVICE HIGHLIGHTS

Organizational Profile at a Glance (March 31, 2018)

- Total 1,695 registered members and participants
- Chinese Support Group: 365 members
- Filipino Parents Support Group: over 50 members
- 135 active volunteers
- 15 full-time and part-time employees

2017-2018 Facts & Figures

- 5,313 newsletters sent for a total of 9 editions of newsletter published, through various outlets including printed and email copy of newsletters, e-newsletters through MailChimp, and printed copies available at Centre as well as archives on RCD web site
- A special edition of "Richmond Disability Insider" was published with Richmond News of 46,000 print copies
- Over 2.1 million page hits on RCD website
- 30 media exposures
- Participated in 45 community engagements & public speaking
- 38,638 people accessed centre-based activities
- Issued 2,380 Accessible Parking Permits
- Over 90,000 page hits on Access Richmond website
- Offered 24 different recreational activities and skill development opportunities
- Delivered 146 English classes and 122 Computer classes
- Total 12,679 volunteer hours contributed by volunteers

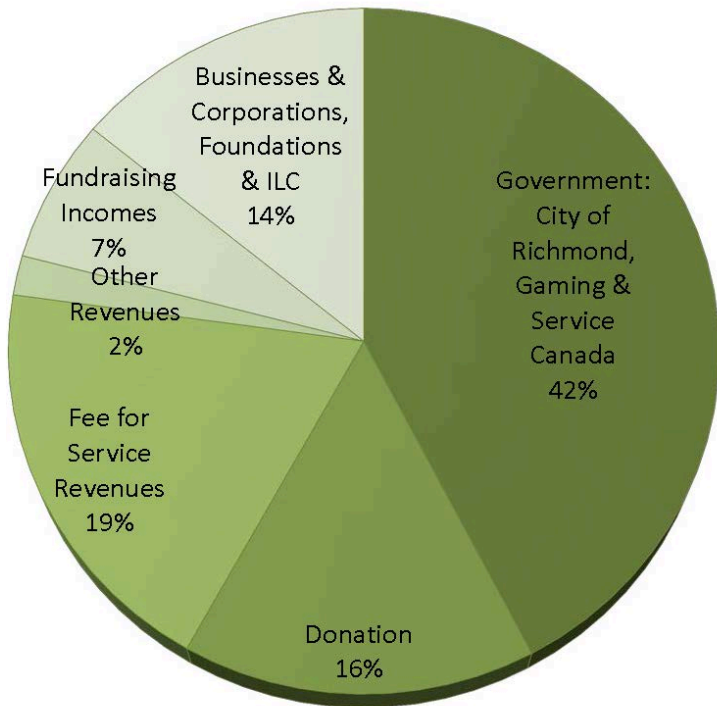
Community Collaboration

- Joined more than 10 advisory committees, councils and networks to heighten community engagement, increase visibility and at the forefront of emerging trends

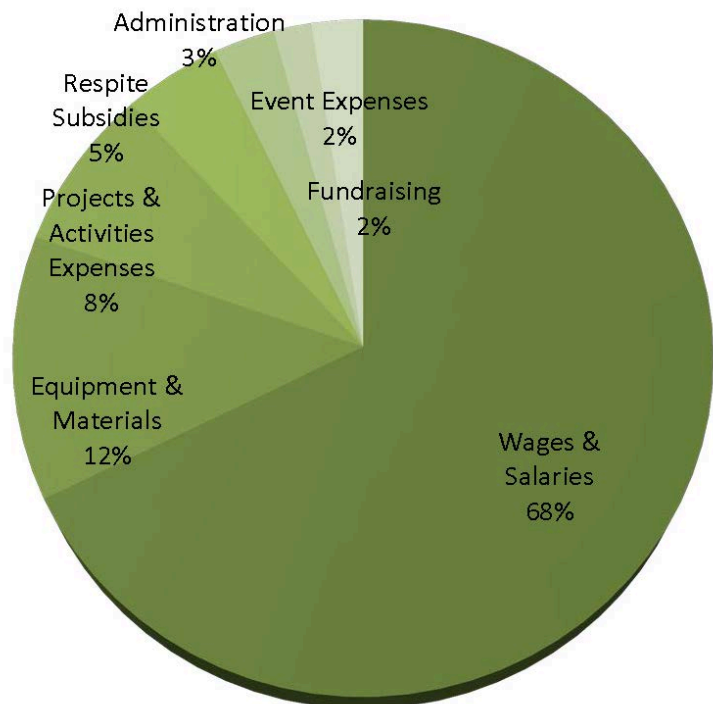


FINANCIAL SUMMARY

Revenues: \$569,405



Expenditures: \$625,917



Expenditures were over Revenues by \$56,512; thereby Fund Balance at end of the fiscal year was reduced to \$326,964.

Information extracted from RCD Audited Financial Report for March 31, 2018. Full version of report is available upon request.

ABOUT RCD

Leadership

Board of Directors (2017-2018)

George Pope	Chair
Alan Hill	Vice Chair
Samantha Siu	Secretary
Emerald Shih	Treasurer
Andrew Hu	Director
Romilda Ang	Director
Sarah Ho	Director
Shirley Liang	Director
Tom Parker	Director
Vince Miele	Director

Our Mission

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 Value

IL Philosophy – Committed to deliver services to persons with disabilities that reflects dignity, diversity, knowledge, self-determination.

Vision of the NEW RCD

The Richmond Centre for Disability (RCD) is situated at a visible, convenient and accessible location that allows the organization to fulfill its mandates and mission; maintain its value (IL Philosophy) and be financially sustainable.

The RCD is emphasizing return on investment through some pre-defined Value Captured Targets in “Organization, Infrastructure, Service Delivery and Visibility”.

Some key goals are:

- RCD is fully accessible, inclusive and welcoming physically, culturally, financially and for all diversity.
- RCD has facilities, amenities and space to meet the needs of stakeholders, and has the capacity to expand in response to community needs.
- RCD is a resource which facilitates participation in community life through fully engaging people with disabilities by being informed, learning skills, meeting friends, forming networks, as well as staying active and healthy.
- RCD has a strong presence in Richmond in terms of representing people with disabilities, being the official advisory body to the City of Richmond and part of the social service fabric.
- RCD is highly visible in the community to people with disabilities, governments, businesses, media, social service agencies as well as the community at large.