

RCD and YOU

A Powerful Future Together

**RICHMOND
CENTRE
FOR
DISABILITY**



**ANNUAL REPORT
FISCAL YEAR 2020 - 2021**



Richmond Centre for Disability

Maximizing Independence

Mission, Vision, & Values

MISSION

The Richmond Centre for Disability (RCD) is committed to creating opportunities to empower people of all abilities to participate confidently with dignity in their community and achieve independence to their fullest capabilities. We offer a friendly environment to provide information, resources, training and support, as well as increase public awareness and promote universal accessibility.

(Revised on Aug. 17, 2021, by RCD Board)

VISION

All people, regardless of their abilities, will maximize independence with confidence and dignity.

(Revised on Aug. 17, 2021, by RCD Board)

VALUES

In keeping with the Independent Living Philosophy, the RCD is committed to delivering services to persons with disabilities that reflects dignity, diversity, knowledge, self-determination.

(Reaffirmed in RCD 2016 Strategic Planning Session)

Greetings from the Mayor



City of
Richmond

Malcolm D. Brodie
Mayor

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Richmond, BC V6Y 2C1
Telephone: 604-276-4123
Fax No: 604-276-4332
www.richmond.ca

GREETINGS FROM THE MAYOR:



On behalf of City Council and the residents of Richmond, I would like to extend sincere greetings to all the readers of the Richmond Centre for Disability's 2020-2021 Annual Report.

Since its establishment in 1985, the Richmond Centre for Disability (RCD) has empowered people with disabilities the opportunity to participate in the community and improve their quality of life. Over the years, there have been many outstanding accomplishments for RCD, all of which were a result of your ongoing commitment to help those with disabilities work for *Inclusion, Independence, and Empowerment*. We are very appreciative of the invaluable services the Richmond Centre for Disability has offered to our community.

Congratulations on your outstanding service in our community. Please accept my best wishes for continued growth and success.

Malcolm D. Brodie
Mayor

A Message from Board Chair

2021 continues to be a challenging and difficult year. Fortunately, with the stellar leadership of Ella Huang, the Executive Director, the dedication of the staffs, and the loyal support of the members, Richmond Centre for Disability (RCD) continues to serve the community, and survive!

Adjusting to the unpredictable COVID restrictions, our Centre offers many innovative activities and programs to our members. In the Centre, there are small groups of in-person workshops. Via Zoom and/or in hybrid format, there are weekly and monthly meetings. It is amazing that all the events are fully booked. The staffs are constantly working hard to meet the demands of the participants. Please accept my sincere thanks.

As for RCD Board of Directors, we have been busy with revising our vision and mission statements, putting a strategic plan together, re-instating a few committees, building closer connections with the staffs and each other, and participating in more federal, provincial and city meetings concerning accessibility and disability issues. Because the commitment of our devoted Board members, this turns out to be a productive year for me. Here is my heartfelt appreciation to all my fellow RCD Board of Directors.

Now, I like to thank City of Richmond Council Liaison, Councillor Hobbs, and Staff Liaison, Melanie Burner, for their valuable guidance and support. Attending our Board meeting every month, you continue to be the bridge between the City and our Centre.

To all RCD members, thank you very much for your support. I know that the Centre can always count on you to participate in all our events. If you have not heard about it, RCD Got Talent, our second annual YouTube online fundraising concert is just around the corner. Please join us on November 19th from 7 p.m. to 9 p.m. Also, invite your family and friends to subscribe to our RCD YouTube channel and tune in. Most importantly, make a pledge to support the concert. Let us make our second virtual concert a remarkable success!

Thank you, thank you, thank you!

Samantha Siu

A Message from Executive Director

Welcome to our 2021 annual report. Recognizing the turbulence and uncertainty that took place in 2020, we are proud to share some highlights that uplift the powerful work being carried out by the Richmond Centre for Disability (RCD) under the guidance of our board of directors, direction of our memberships, commitment of staff team, as well as the support of the City of Richmond.

This last year was one of profound uncertainty and change. We have seen people with disabilities experiencing disproportionate impacts on their lives, livelihood and support mechanism. As a grass root organization committed to “Maximize Independence” for people with disabilities, we continue to push ourselves to be forward, flexible and adaptable in transforming how we do our work.

The RCD thrives in laying the groundwork for a more diverse, inclusive and accessible society. Our response to the impact of COVID-19 pandemic is community-centered, intentional and guided by our strategic plan and internal capacity building that is set forth for 2020-2025. Over the last year, we developed new ways of service provision for people with disabilities, collaborating with communities, and measuring our impact. Additionally, we have revised our mission and vision statements to be more relevant and effective as a social service agency.

Today the RCD works in its full capacity in operation and manpower, services and programs, and community engagement; while some with traditional approach, some with new delivery or communication methods. Nonetheless we focus in bringing together opportunity, capital and expertise to be a true partner, promoter and collaborator in personal and community self-determination. We know that RCD must move beyond the reactive mode and invest in different strategies that drive change by creating equitable access to resources and opportunities for people with disabilities. In my more than 20 years serving in different roles at the RCD, I am confident that we have built a solid foundation for a bold future that focuses on fulfilling our mission and attaining our vision.

Lastly and yet importantly, I offer deep gratitude to RCD board and staff who, despite the challenges the year presented, worked tirelessly to hold RCD together beyond our comfort zone, and support meeting the needs of people with disabilities, undeterred by various setbacks. I am grateful to lead the RCD in this next phase of our work, thank you for your support.

Ella Huang

11,796

Contacts made via walk-in, phone calls and emails, over 5,000 service hours

6,270

Views on RCD YouTube Channel, launched in October 2020

1,916

Participations in recreational activities, mostly virtual

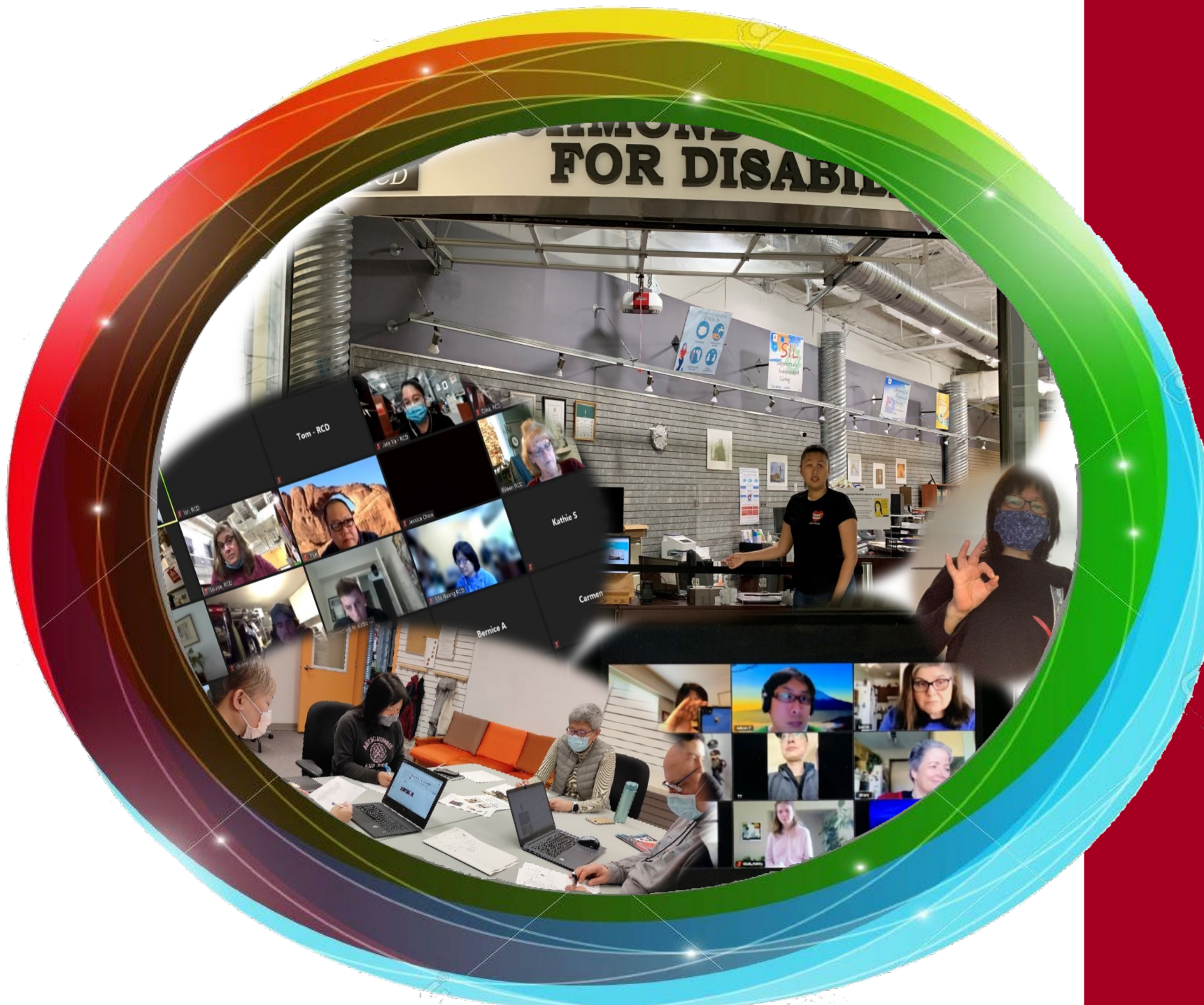
1,438

Participations in skills development activities, mostly virtual

801

Workshop attendance in two virtual conferences

- REC-PAC Zoom – average 7 weekly virtual activities
- English Class – total 82 virtual classes
- Skill Development Class – average 5 weekly virtual courses
- 322 individuals received free tax filing services
- 95 individuals received flu vaccination
- 2,096 accessible parking permits issued
- Partook in 62 community groups and advisory group meetings, total 204 hours
- 5,284 individuals obtained Information and Referral resources
- 1.2 million page hits on RCD website
- Produced 45 videos for RCD YouTube Channel for RCD ShareNet and Get Good @ Series
- Sent 25,405 email communications to members
- Offered a few outdoor in-person activities in summer months
- Implemented a new employment training course – In Motion & Momentum +, in partnership with Canadian Career Development Foundation

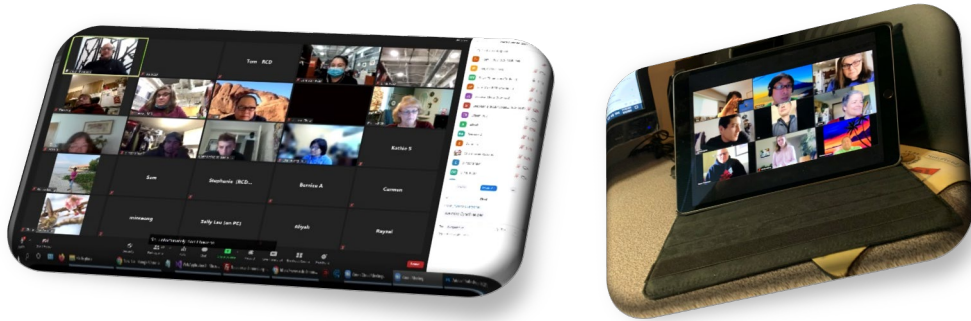


COVID-19 RESPONSE: DIRECTING RESOURCES TO MEET COMMUNITY NEEDS

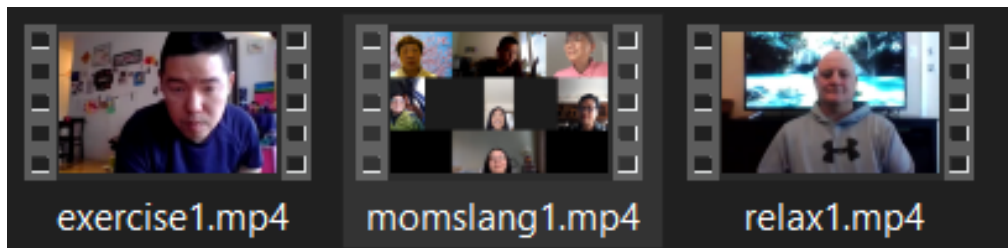
The COVID-19 pandemic caused many changes to how we do things. As a community-oriented organization, the RCD moved forward in leaps and bounds – in services, technology, online presence, communication and resource allocations. We recognized the restrictions in our operations, concerns of our members, disproportionate impacts on the disability communities, and challenges accessing resources to navigate through the pandemic; yet we rose to the occasion.

The RCD based our COVID relief efforts on our organizational commitment to continue our services, in whatever ways that make sense to people with disabilities. We modified our approach and quickly developed a program plan to maintain services, a strategic outreach plan to connect to our members, as well as a technology plan to bring our presence to our membership.

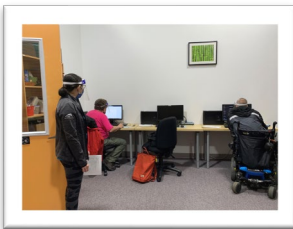
RCD Programs & Projects



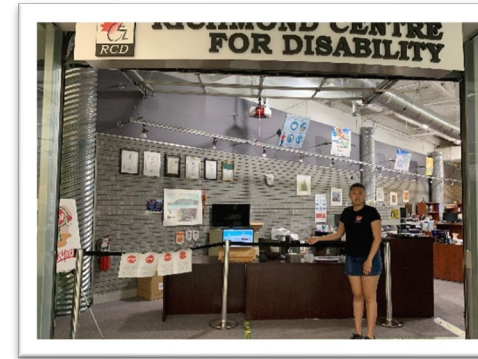
RCD has two Zoom accounts, hosted over 1,000 activity sessions, trainings, meetings during the reporting period. Close to 5,000 participations with the RCD virtual events.



RCD offered some in-person activities, like computer classes and outdoor activities during summer months. Due to health restriction, class size has been reduced to maintain adequate safety for all.



Community & Outreach



RCD kept our doors opened to members and public throughout the pandemic



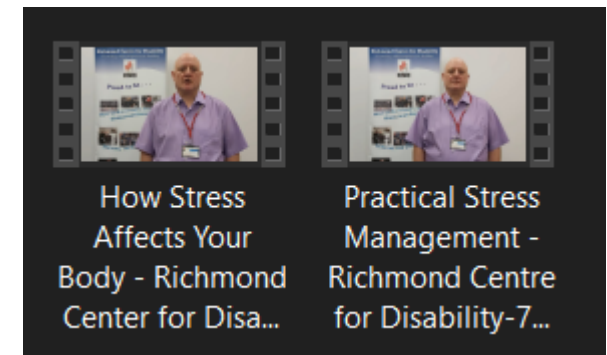
RCD's Support from and Outreach to the Community

RCD received many in-kind donations of PPEs from community agencies and individuals.



Big thank you to: Access Pacific, Canada Asia Pacific Business Assoc., Canada Chain Commerce & Culture Assoc., Cllr. Bill McNulty, Miniso Trading Co., Tzu Chi Foundation, Ulfert Furniture & Vanessa Chun.

- Bi-weekly updates of community & COVID-19 resources
- Over 500 wellness check phone calls for members who are seniors or living alone
- Sharing of wellness videos on RCD YouTube Channel



Inaugural Online Fundraising Concert



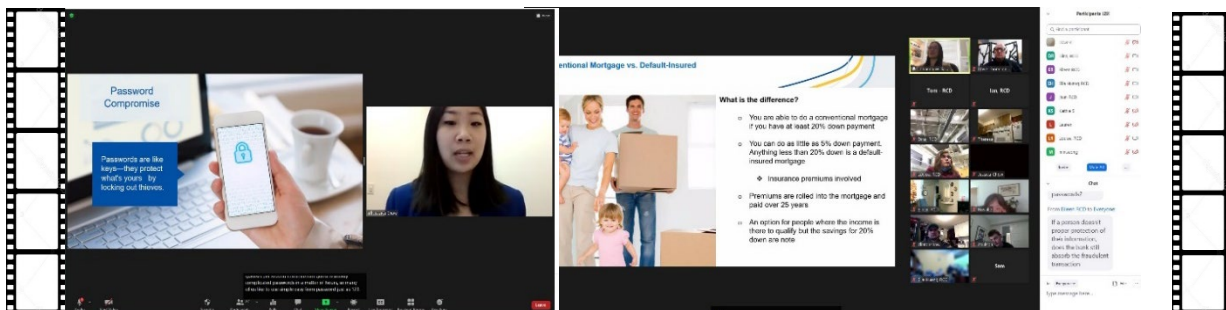
2020 Concert raised nearly \$16,000

Support Canadian Paralympians

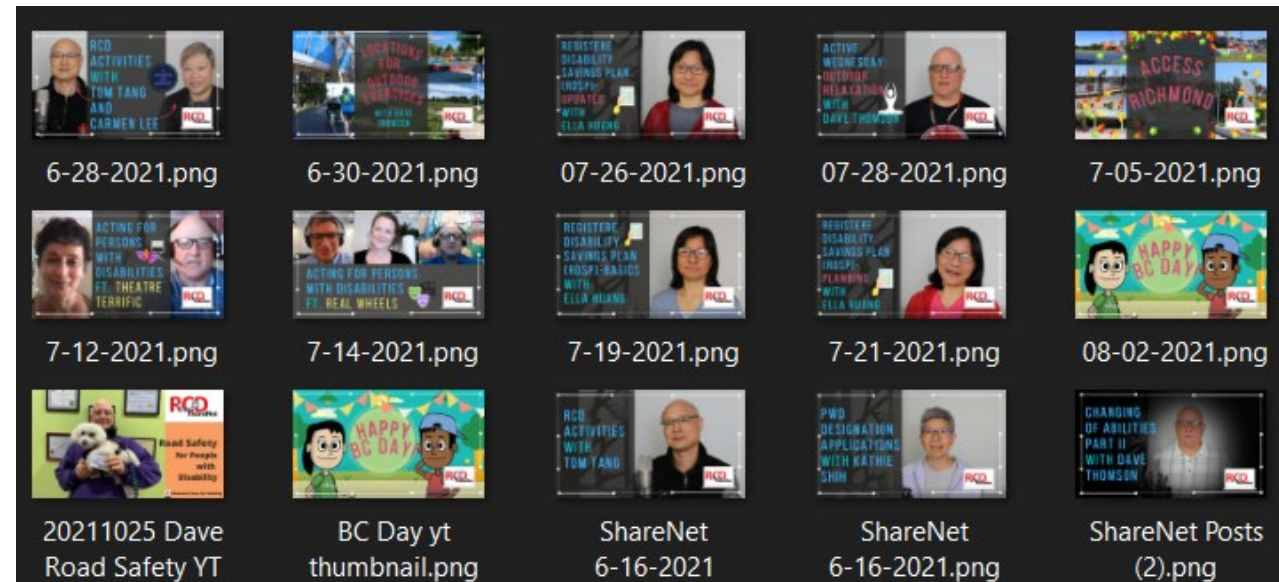


RCD ShareNet on YouTube

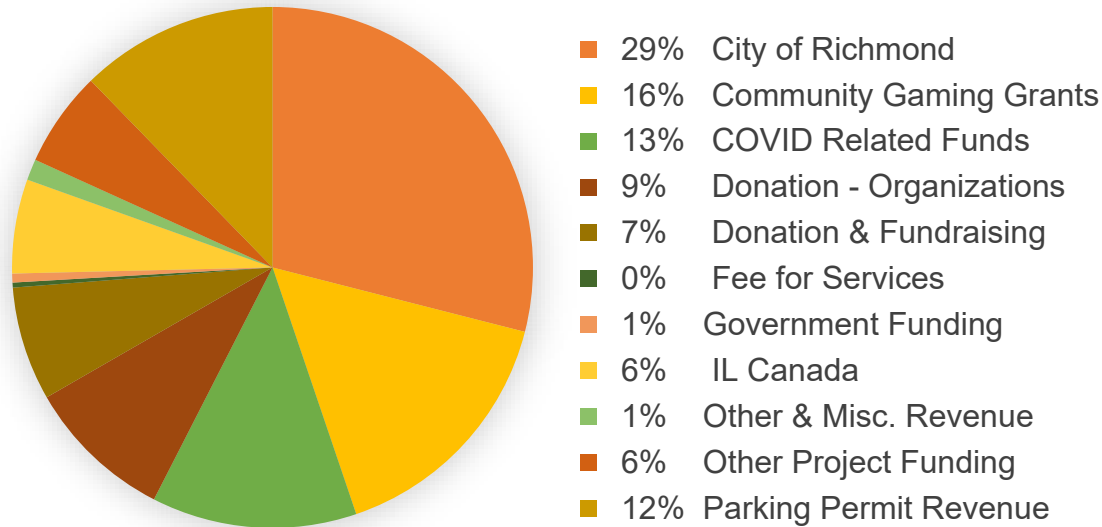
Financial Fitness Conference



This one-day conference was offered in partnership with RBC Ambassador Team

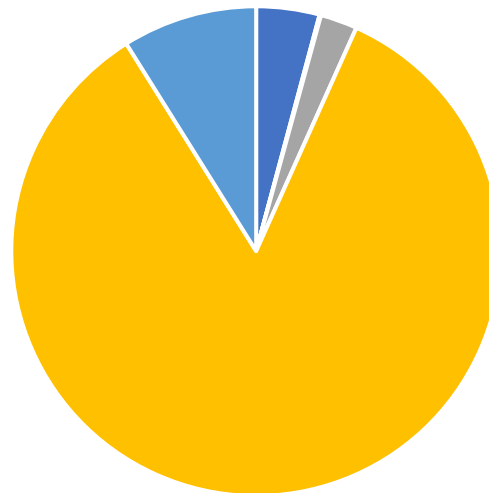


Revenue Sources



- 4% Administrative & Support Expenses
- 0% Fundraising
- 2% IT & Technology
- 84% Programs
- 9% Projects

Expenses Sources



REVENUE	2021	2020
City of Richmond	\$ 183,259	183,259
Community Gaming Grants	100,000	100,000
COVID Related Funds	80,500	-
Donations – Organizations	58,000	68,000
Donation & Fundraising	44,734	100,413
Fee for Services	1,945	19,438
Government Funding	3,504	13,296
Independent Living Canada	36,972	36,972
Other & Misc. Revenue	8,252	4,546
Other Project Funding	37,590	47,348
Parking Permit Revenue	77,649	88,345
	632,405	661,617

OPERATIONAL EXPENSES	2021	2020
Administrative & Support Expenses	\$ 23,500	28,063
Fundraising	550	17,319
IT & Technology	13,751	4,139
Programs	475,035	538,625
Projects	50,136	79,504
	562,972	667,650

SURPLUS (DEFICIENCY) \$ 69,433 (6,033)

OTHER REVENUE (EXPENSES)	2021	2020
Capital Assets	\$ 19,411	-
Amortization	(51,061)	(49,583)
Government Assistance	263,520	1,975
	231,870	(47,608)

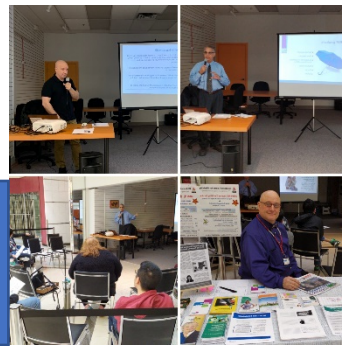
OVERALL SURPLUS (DEFICIENCY) \$ 301,303 (53,641)

Complete financial statements, audited by Reid Hurst Nagy Inc., as well as the auditors' report on the financial statements, are available upon request by contacting the RCD directly at 604-232-2404 or email rcd@rcdrichmond.org

2020 / 2021 HIGHLIGHTS

THANK YOU !!

Last 2020 in-person activity before pandemic – Empowered Wellness Event on Financial Fitness



It would be challenging for the RCD to maintain our services and programs, as well as adhere to our mandate, without the generosity of the broader community – our funders, donors, sponsors, volunteers and partners. Thank you!

GRANTS

BC Gaming Commission,
Ministry of Finance
City of Richmond
Canadian Career Development Foundation
Community Foundation of Canada
Independent Living Canada

John Gordon Autism Foundation
Province of British Columbia
Richmond Lions Club
Richmond Chinatown Lions Club
Richmond Community Foundation
Richmond Kiwanis Club
Royal Bank of Canada Foundation

Service Canada
SPARC BC
Vancouver Foundation
Vancouver Pacific Lions Club
WorkSafe BC

Fundraising efforts – online hidden treasures auction & sidewalk charity sales, in May & June 2020



Thank you to all of our community partners and donors. Despite they are not listed in full, we appreciate their contribution and support the same.

Special **THANK YOU** to all our volunteers who whole-heartedly support RCD activities, over and beyond what we asked for. Truly we are here because of your contribution.

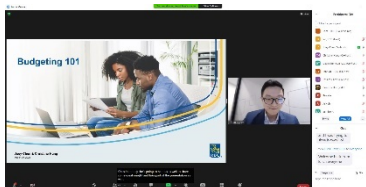
Winner of 2020 Community Connect Photo Competition on Instagram



In-person Balloon Twisting class restarted in October 2020



Financial Fitness Virtual Conference held in March 2021



BOARD & STAFF

BOARD

Samantha Siu, *Chair*
Renee Leung, *Vice Chair*
George Pope, *Secretary*
Mark Bukata, *Treasurer*
Cynthia Zhou, *At Large*
Emily De Boer
Pam Andrews
Sarah Ho
Shirley Liang
Tom Parker
Vince Miele

STAFF

Argon Dai, Carmen Lee,
Dave Thomson, Dina
McInnes, Eileen
Kalshoven, Ella Huang,
Ian Yeung, Jare Yu, Jhun
Ramos, Kathie Shih,
Louise Gaudry, Oliver
Bontkes, Sally Lau, Tom
Tang, Vincent Kwok



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