

2021-2022 ANNUAL REPORT



Richmond Centre for Disability
Maximizing Independence

RECONNECT



BECAUSE WE CARE



RCD Board of Directors 2021 / 2022

The RCD is fortunate to have a dedicated and diverse Board of Directors who understand our communities, and are committed to supporting and empowering people with disabilities.

Officers

Renee Leung, Chair Person
 Cynthia Zhou & Penny Chan, Vice
 Chairs
 Mark Bukata, Treasurer
 George Pope, Secretary

Members At Large

Emily De Boer
 Pam Andrews
 Samantha Siu
 Sarah Ho
 Tom Parker
 Vince Miele

Staff

Ella Huang, Executive Director
 Dina McInnes, Manager
 Ian Yeung, Program Director
 Tom Tang, Program Director
 Vincent Kwok, Project Manager

Anne Zhang	Jhun Ramos
Argon Dai	Jim Li
Carmen Lee	Louise Gaudry
Dave Thomson	Samuel Siu
Eileen Kalshoven	



November 22, 2022

Richmond Centre for Disability
842-5300 No. 3 Road, Richmond BC, V6X 2X9

Henry Yao, MLA
姚君憲, 省議員
Richmond South Centre
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2022 Annual General Meeting

As the MLA for Richmond South Centre, it is an honor and privilege to bring greetings and sincere gratitude from our provincial government and our premier David Eby. Richmond Centre for Disability took 2022 as an opportunity of reconnect, by resuming many in-person activities and new elements, such as hybrid sessions, outdoor activities, and youth employment projects, but also by organizing the Career Resources Fair in August, hosting the All Candidates Meeting in October, and taking part in Seniors Charity Day in November.

As Richmond Centre for Disability celebrates another year of service of excellence, I can't help but reflect on all the support Richmond Centre for Disability has provided to the community of Richmond in the past 37 years since 1985. From recreation and social connection to employment and empowerment programs, Richmond Centre for Disability never ceases to amaze me how their services and programs bridge hope and possibilities for their clients and Richmond residents. Richmond Centre for Disability truly fulfills their mission,

“[To] creating opportunities to empower people of all abilities to participate confidently with dignity in their community and achieve independence to their fullest capabilities. [To] offer a friendly environment to provide information, resources, training, and support, as well as increase public awareness and promote universal accessibility.”

As a lifetime member of Richmond Centre for Disability and MLA for Richmond South Centre, I want to thank the outgoing board of directors, incoming board of directors, staff, volunteers, members, and donors for their collaboration and dedication to make Richmond a better place for all to live, work, play, and thrive. I wish Richmond Centre for Disability a successful Annual General Meeting and my best wishes for the years ahead.

Sincerely,

Henry Yao, MLA
Richmond South Centre

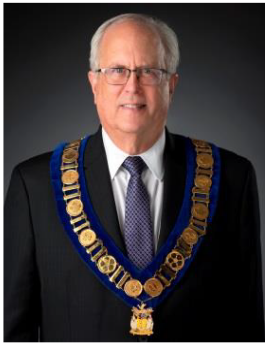


City of
Richmond

Malcolm D. Brodie
Mayor

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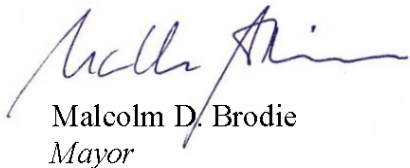
GREETINGS FROM THE MAYOR:



On behalf of City Council and the residents of Richmond, I would like to extend sincere greetings to all the readers of the Richmond Centre for Disability's 2021-2022 Annual Report.

Since its establishment in 1985, the Richmond Centre for Disability (RCD), formerly the Richmond Committee on Disability, 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, and please accept my best wishes for continued growth and success.



Malcolm D. Brodie
Mayor

Working Together with Communities

Message from the Chairperson of the RCD Board of Directors

The last year emerging from the pandemic has continued to present unprecedented challenges for many community services organizations as well as the disability communities. Despite another difficult year, the Richmond Centre for Disability (RCD) has responded to the community needs. This year the RCD focused on reconnection, through the devising and implementation of strong operational plans, creating new collaborations with community partners, expanding programs to respond to emerging needs, scaling up our fundraising effort and modernizing business infrastructure and sustainability. Key accomplishments, to name a few, included:

- Provided services, programs and activities to 23,294 people counts for a total of 39,502 direct service hours from April 2021 to March 2022.
- Financial Sustainability Committee worked with managerial team in devising a year-long fundraising campaign – The Joy of Giving Fundraising Campaign which has been launched in June 2022.

This year, our Board of Directors focused on governance, providing support to the staff, board development and recruitment, fundraising and sustainability.

Key accomplishments included:

- Reviewing governance and organizational policies to ensure we are structured to meet current and future challenges.
- Developing goals to achieve financial sustainability for immediate and future needs, including the relocation of the RCD.

On behalf of our Board of Directors, we want to thank our Executive Director, Ella Huang, and her team for their passion, creativity and commitment working with our members and the disability communities everyday. You are a strong anchor to achieve our mission and vision.

Renee Leung, Board Chair

Working Together with People with Disabilities

Message from the Executive Director

This year the RCD continued to grow and focus on re-connecting with our members and the disability communities. We expanded our scope of community engagement, bring new activities, technology, and service formats. This annual report illustrates the result of the passionate commitment of the RCD team – staff, volunteers, board and partners. We have been fully engaged in responding directly to identified needs of our members, their families and support networks. We also aim at supporting the mental health and resilience of our staff team, so that we may continue to provide meaningful and consistent services.

We celebrated 37 years of services, a significant milestone with valuable experiences in growing, surviving and overcoming barriers. In my 21-year working at the RCD, I have witnessed and been involved in some major events like the two relocations, a dozen of new projects such as youth project, employment supports and several annual events like the wheelchair curling bonspiel and fundraising gala, as well as challenges like lapse of funding, COVID-19 pandemic, and passing of the last RCD founder Frances Clark.

As we look ahead, we will ensure that disability support programs are focusing on empowering and maximising the independence of people with disabilities, through a participant-centered and participant-driven model.

We have embarked on a new world after the mayhem of past two years with new protocols, augmented mindset, advanced technology and diverse approaches. If people with disabilities are disproportionately impacted during the pandemic; the effort and resources presently required to re-establish the new normal will need to be drastically increased. This will need the working of all of us to sustain and expand the RCD's work – RCD and YOU, TOGETHER WE CARE !

Ella Huang, Executive Director

Financials at a Glance

RCD Organizational Funding*

Source	2022		2021	
City of Richmond	\$187,474	21%	\$183,259	29%
Community Gaming Grants	\$100,000	11%	\$100,000	16%
Corporate Donations	\$ 50,000	6%	\$ 58,000	9%
COVID Related Funds	\$ 0	0%	\$ 80,500	13%
Donations & Fundraising	\$ 43,633	5%	\$ 44,734	7%
Employment Project	\$256,272	29%	\$ 0	0%
Fee for Services	\$ 3,000	0%	\$ 1,945	0%
Government Funding	\$ 0	0%	\$ 3,504	1%
Independent Living Canada	\$ 38,870	4%	\$ 36,972	6%
Other & Misc. Revenue	\$ 57,487	6%	\$ 8,252	1%
Other Project Funding	\$ 63,140	7%	\$ 37,590	6%
Parking Permit Revenue	\$ 86,101	10%	\$ 77,649	12%
	\$885,977		\$632,405	

RCD Organizational Spending*

Source	2022		2021	
Administrative & Support Expenses	\$ 28,367	4%	\$ 23,500	4%
Fundraising Expenses	\$ 1,377	0%	\$ 550	0%
IT & Technology Expenses	\$ 24,539	4%	\$ 13,751	2%
Programs Spending	\$583,417	85%	\$475,035	84%
Projects Spending	\$ 47,312	7%	\$ 50,136	10%
	\$685,012		\$562,972	

Other Revenue (Expenses)

Source	2022	2021
Capital Assets Acquisition	\$ 11,443	\$ 19,411
Depreciation	(\$ 52,766)	(\$ 51,061)
Government Assistance	\$138,982	\$263,520

Surplus (Deficiency)	\$298,624	\$301,303
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Complete financial statements, audited by Reid Hurst Nagy Inc., are available upon request by contacting RCD at 604-232-2404 or email rcd@rcdrichmond.org

The Big Picture

Each year our Annual Report gives us a valuable opportunity to step back and look at the big picture. We hope this gives you a good overview of who we are, what we do and why we do it.

RCD Cornerstone: Independent Living (IL) - a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities and self-respect.

The RCD is a grass root organization run by people with disabilities for people with disabilities. This year over 23,000 Canadians with disabilities, their families, communities and stakeholders benefit from our support, services and core programs.

RCD Core Programs – IL Program and Employment Supports

- Information & Networking – primary support to all disability issues; secondary support to specific personal requests for community life planning
- Skills Development – online and in-person activities, cross disability and staff and/or volunteer led
- Peer Support – peer support groups and socialization through recreational activities
- Community Engagement – aim to raise awareness on disability issues in the community, via participation in and support of community events and activities, roundtables, committees and be the voice of people with disabilities

RCD Strategic Directions

- Performance and Accountability – building RCD from inside out
- Human Capital and Competencies – set human capital priorities
- Governance – productive board of directors for effective guidance
- Operational Management – formalize effective business practices within the organization
- Program Management – enhance competitive advantage to leverage for more diverse funding strategy
- Volunteer Management – recognize and cultivate volunteers to be the most valuable assets of RCD
- Succession – recognize and nurture employees with potential for leadership role

Year in Review

Over **6,000** physical scan-in at the RCD, including participants, volunteers and visitors

People spent close to **30,000** hours at the RCD for activities, visits, and appointments

RCD joined **1** in-person public community event, and introduced RCD to **40** visitors to the RCD table

Average **1,348** enquiries per month for 1-on-1 service via in-person, phone or email

6 weekly activities for skills development, hybrid formats, registered **1,074** participants

9 weekly recreational activities, in-person or virtual format, registered **2,575** participants

258 individuals received free income tax filing services

131 individuals received flu vaccination through RCD

Active volunteers contributed 5,168 volunteers hours with RCD activities

2,387 parking permits issued

4 virtual events held for Public Education Series, with 192 participants attended workshops

Employment and Empowerment Project was launched in October 2021, two full-time staff in charge

Support for Independent Living Project provided career exploration and Job Club training throughout the year

Social Media over 4 platforms (FaceBook, Twitter, Instagram and YouTube) have over 2,600 followers

Produced 166 videos on RCD ShareNet on YouTube, registered 16,413 views in total

RCD staff sat on 9 advisory committee, attended 75 meetings for 350 hours

Produced 12 newsletters & communications to members, sent out over 12,000 emails

Registered 1.2 million hits on RCD official website

About RCD

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.

Value

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.

Action

The Richmond Centre for Disability (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' **MOVING FORWARD** with **perseverance** in self-determination and growth toward **independence**.

A Voice for and with People with Disabilities

The RCD shares information with many partner groups on disability and accessibility issues, as well as resources for services and supports in local communities, which facilitates dialogue and feedback to inform public funding and policy development.

Awareness

The RCD works hard to understand the accessibility needs and accommodation of our members, and the increasing challenges people with disabilities face in the community today. We hope to make accessibility an important and upfront consideration in all physical environments and program design and development at the planning stage, but not as an afterthought for modification and revision. This requires great deal of collaboration and sharing of knowledge and resources from all stakeholders.



It would be challenging for 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
City of Richmond
Canadian Career Development
Foundation
Independent Living Canada
John Gordon Autism Foundation
Kiwanis Club of Richmond
Province of British Columbia*

*Richmond Lions Club
Richmond Chinatown Lions Club
Royal Bank of Canada
Foundation
Service Canada
SPARC BC
Vancouver Pacific Lions Club
WorkSafe BC*

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.



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www.rcdrichmond.org



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