



Richmond Centre for Disability

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

2022-2023 ANNUAL REPORT

**Message from the
Chair of the Board**

P3

**Financials
at a
Glance**

P5

**Year in
Review**

P6

**Interim
Relocation**

P9

**Message from the
Executive Director**

P4

**The Big
Picture**

P7

**Board Members and
Thank You Page**

P10 & P11

Collaboration

P8



Message from the Chair of the Board

I am honored and privileged to address you as the Chair of the Board of Directors at the Richmond Centre for Disability (RCD) on this auspicious occasion of our Annual General Meeting. As we gather today to reflect on our achievements, challenges, and the journey ahead, I am filled with gratitude for the collective efforts that have brought us to this point.

Over the past year, our organization has navigated through unprecedented circumstances, and I am incredibly proud of how we have adapted to meet the needs of our community. The resilience and dedication of our staff, volunteers, and supporters have been instrumental in ensuring that we continue to fulfill our mission of empowering individuals with disabilities.

In the face of uncertainty, the RCD has not only sustained its programs and services but has also sought new ways to innovate and enhance our impact. We have expanded outreach initiatives including low-income populations and seniors with disabilities, collaborated with like-minded organizations, and advocated for policies that promote inclusivity and accessibility, such as the City of Richmond Accessibility Plan. Our commitment to creating a more inclusive society remains unwavering.

As we review the accomplishments of the past year, it is crucial to acknowledge the challenges that persist. The path to true inclusivity is ongoing, and there is much work to be done. The Board of Directors is steadfast in its commitment to addressing these challenges head-on and is actively working on strategic initiatives to propel us forward.

I want to express my gratitude to our members and stakeholders, whose support is the cornerstone of our success. Your engagement, feedback, and enthusiasm drive our efforts to continually improve and adapt. We value your input and look forward to your continued involvement in shaping the future of the RCD.

In closing, I want to extend my deepest appreciation to the entire RCD community. Whether you are a staff member, volunteer, donor, or supporter, your contributions are integral to the positive impact we make on the lives of individuals with disabilities. Together, we are building a more inclusive and accessible future.

Thank you for your commitment, passion, and support.

Sincerely,
Renee Leung
Chairperson, Board of Directors

Message from the Executive Director

The RCD has experienced a year of growth, adaptation, and continued dedication to our mission of enhancing the lives of individuals with disabilities in our community.

Program and Service Highlights:

Our programs and services have seen notable achievements over the past year. The Information and Networking services hit a record-high number of average 1,371 enquiries per month, and in total we provided direct services to 30,464 people for 55,405 direct service chouse.

Impact and Outreach:

Our outreach efforts have extended the reach of our services to a broader audience. Through community partnerships, events, and awareness campaigns, we have significantly increased our impact on the lives of those with disabilities. We took part in 16 community events and joined 134 advisory and community meetings; and successfully reached over 700 community members outside our usual networks.

Collaborations and Partnerships:

Collaboration has been a key theme in our efforts to create a more inclusive community. We have forged meaningful partnerships with several community partners to create cross-sectional synergy and to amplify our impact and bring about positive change. These collaborations have enriched our programs and expanded our resources.

Challenges and Future Initiatives:

While celebrating our successes, it is essential to acknowledge the challenges that lie ahead. We are currently facing an imminent need for an interim relocation due to lease expiration of current location. The Board and staff are actively engaged in strategic planning to maintain service continuity and pave the way for future success.

Gratitude and Acknowledgments:

I would like to express my heartfelt gratitude to our dedicated staff, volunteers, board members, and supporters. Your unwavering commitment and passion are the driving force behind the RCD's success. Thank you for your continued collaboration and dedication to our shared mission.

In conclusion, I am optimistic about the future of the RCD. As we move forward, let us do so with a renewed commitment to inclusivity, accessibility, and the well-being of those we serve. Thank you for your trust and support.

Sincerely,
Ella Huang, Executive Director

Financials at a Glance

RCD Organizational Funding*

Source	2023		2022	
City of Richmond	\$194,936	24%	\$187,474	21%
Community Gaming Grants	\$100,000	12%	\$100,000	11%
Corporate Donations	\$ 50,000	6%	\$ 50,000	6%
Donations & Fundraising	\$ 76,790	9%	\$ 43,633	5%
Employment Project	\$104,674	13%	\$256,272	29%
Fee for Services	\$ 11,788	1%	\$ 3,000	0%
Independent Living Canada	\$ 39,862	5%	\$ 38,870	4%
Other & Misc. Revenue	\$ 55,239	7%	\$ 57,487	6%
Other Project Funding	\$ 93,160	11%	\$ 63,140	7%
Parking Permit Revenue	\$ 96,713	12%	\$ 86,101	10%
	\$823,162		\$885,977	

RCD Organizational Spending*

Source	2023		2022	
Administrative & Support Expenses	\$ 73,285	9%	\$ 28,367	4%
Fundraising Expenses	\$ 23,507	3%	\$ 1,377	0%
IT & Technology Expenses	\$ 6,453	1%	\$ 24,539	4%
Programs Spending	\$642,853	76%	\$583,417	85%
Projects Spending	\$104,409	12%	\$ 47,312	7%
	\$850,507		\$685,012	

Other Revenue (Expenses)

Source	2023	2022
Capital Assets Acquisition	\$ 5,632	\$ 11,443
Depreciation	(\$ 29,791)	(\$ 52,766)

Surplus (Deficiency)	(\$51,504)	\$298,624
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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

Year in Review

8,590 physical scan-in at the RCD, including participants, volunteers and visitors

People spent **37,899** hours at the RCD for activities, visits, and appointments

RCD joined **8** in-person public community event, and introduced RCD to **502** visitors to the RCD table

Average **1,371** enquiries per month for 1-on-1 service via in-person, phone or email

6 weekly activities for skills development, hybrid formats, registered **1,542** participants

9 weekly recreational activities, in-person or virtual format, registered **2,547** participants

297 individuals received free income tax filing services

98 individuals received flu vaccination through RCD

Active volunteers contributed **7,158** volunteers hours with RCD activities

2,613 parking permits issued

9 virtual events held for Public Education Series, with **109** participants attended workshops

Employment and Empowerment Project registered **28** participants, arranged **13** work experience placement and **4** found sustainable employment

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 **2,698** followers

Produced **216** videos on RCD ShareNet on YouTube, registered **21,600** views in total

RCD staff sat on **13** advisory committee, attended **123** meetings for **778** hours

Produced 18 newsletters & communications to members, sent out over **16,299** emails

Registered **1.4M** hits on RCD official website

Unveiling the Big Picture

In the fast-evolving landscape of community support and disability services, the RCD stands out as a beacon of inclusivity and empowerment. This Annual Report sheds light on the organization's significant strides, accomplishments, and its commitment to fostering a more accessible and supportive community for individuals with disabilities.

Mission and Vision: The cornerstone of RCD's success lies in the unwavering dedication to our mission and vision. Approaching our 40 years of services, the RCD continues to empowering people of all abilities to participate with dignity and confidence in their community and achieve independence to their fullest capabilities through a friendly environment, which provides information, resources, training and support, while increasing public awareness and promoting universal accessibility.

Programs and Services: The heart of RCD's impact lies in its diverse range of programs and services, which clearly demonstrate RCD's adaptability and responsiveness to the evolving needs of the community. From recreations to educational programs to employment support, the RCD delves into many tangible ways to make a difference in the lives of people with disabilities. We are building on the four-pillar core services to promote independence, highlight inclusivity and heighten accessibility for all.

Community Engagement: A community-centric approach is a key theme for RCD to recognize the importance of engaging with the broader community to foster understanding and create a more inclusive environment. We focus on outreach efforts, collaborative projects, and the positive outcomes of community partnerships. By weaving a narrative of shared responsibility, the report reinforces the idea that the journey towards inclusivity is one that involves the entire community.

Innovation and Future Directions: By exploring innovative approaches and future strategies, RCD demonstrates our commitment to staying ahead of the curve. Whether it is embracing new technologies, refining existing programs, or expanding outreach efforts, the RCD is always nurturing a forward-thinking mindset. We shall be embarking on many new initiatives, which are developed by, with and for people with disabilities.

The RCD 2022- 2023 Annual Report is not just a collection of numbers and figures; it is a narrative of resilience, empowerment, and progress. By highlighting its mission-driven initiatives, community engagement, and a vision for the future, RCD paints a vivid picture of its role as a catalyst for positive change in the lives of individuals with disabilities and the community at large.

Building Bridges – The Power of Collaboration

In the journey toward fostering an inclusive and supportive community, the RCD recognizes the transformative power of collaboration which always emerges as a cornerstone for success. The RCD has focused on the following strategic approaches during 2022-2023:

Strengthening Community Bonds: RCD has actively sought out and nurtured collaborations with local businesses, community service providers, and government agencies; thereby creating a more interconnected and supportive environment for individuals with disabilities.

Multi-Stakeholder Initiatives: Through roundtable discussions, workshops, and collaborative projects, RCD has fostered an environment where diverse voices are heard and collective solutions are developed. RCD's commitment to collaboration extends beyond traditional boundaries, including reaching out to newcomers, seniors and people on low income.

Empowering Through Skills Development: Collaboration is not only about shared initiatives but also about empowering the community through knowledge exchange. The RCD has collaborated with different social service agencies to create awareness and promote understanding about disabilities. Through workshops, seminars, and awareness campaigns, RCD has played a pivotal role in breaking down barriers and dispelling misconceptions.

Celebrating Success Together: It is equally important to celebrate the victories that collaboration has made possible. Whether it is a joint employment program, an inclusive community event, or a fundraising campaign, RCD recognizes and acknowledges the shared accomplishments with its collaborators. In our 2023 Fundraising Dinner, it effectively demonstrated how celebrating success of collaboration would amplify the possible outcomes, especially when we shared the success stories of 3 RCD participants and how their lives have been improved by the works of the RCD.

The RCD's commitment to building bridges and forging partnerships underscores the belief that together, we can create a community that is truly inclusive and supportive – "Together We Care". Moreover, the RCD has strengthened within the organization through teamwork and development of talent pool, through skills development and knowledge transfer. Collaborating allows team members to contribute to a larger objective and help fill gaps in individual skill sets; thus enable team members to merge their skills and maximize on the outcomes.

Navigating Change – RCD Interim Relocation

Change is a constant in the journey of any organization, and the RCD faced a unique challenge in the form of an interim relocation in 2023. The transition is expected to be tough, yet it also becomes an opportunity for growth and innovation.

The Transition Journey: Due to delay in the re-development of the site where the RCD will assume a permanent home, we were looking into renewing the lease of our current location in mid-2022. The unexpected unfolding that we failed to extend the lease, and an interim relocation will happen in mid-2024 forced the organization to undertake deep assessments of the decision-making process and come to the best possible solution, mostly with the financial burden.

Maintaining Service Continuity: Amidst the upcoming relocation, RCD's commitment to its mission remains unwavering. We need to take proactive measures to ensure the uninterrupted delivery of programs and services to individuals with disabilities. We may need to employ different formats of service provision and innovative solutions, to maintain our presence and support within the community, with a goal to demonstrate resilience in the face of change. Whether through virtual initiatives, mobile outreach, or satellite programs, the organization demonstrates its flexibility and creativity in ensuring that persons with disabilities continue to receive the support they need during the relocation phase.

Engaging the Community: The interim relocation becomes an opportunity for RCD to strengthen our ties with the community. We have started to engaging open communication with stakeholders, seeking their input and involvement during the transition. The Interim Relocation Fundraising Campaign was launched at the RCD 2023 Fundraising Dinner.

Learnings and Growth: The interim relocation provided RCD with invaluable insights. From refining internal processes to exploring new avenues for service delivery and community engagement, RCD is confident to emerge from the interim relocation not just unscathed but stronger and more adaptable than ever.

In the face of temporary upheaval, the RCD past year's work stands as a testament to the organization's ability to navigate change with resilience and innovation. The story of the interim relocation is not just about challenges faced but also about the opportunities seized and the growth that resulted. By transparently sharing this journey, RCD invites its community to appreciate the strength found in adaptability and to look toward the future with confidence and optimism.

RCD Board of Directors 2022 / 2023

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

Penny Chan, Vice Chair

Samantha Siu, Treasurer

Rob Sleath, Secretary

Members At Large

Cynthia Zhou

Emily De Boer

George Pope

Pam Andrews

Samantha Siu

Tom Parker

RCD Staff

Ella Huang, Executive Director

Dina McInnes, Manager

Ian Yeung, Program Director

Tom Tang, Program Director

Vincent Kwok, Project Manager

Anne Zhang

Argon Dai

Carmen Lee

Cynthia Pham

Dave Thomson

Jhun Ramos

Louise Gaudry

Sameul Leung

Sameul Siu

Sunny Leung



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*
- ▶ *Canada Revenue Agency - CVITP*
- ▶ *Employment & Social Development Canada*
- ▶ *Independent Living Canada*
- ▶ *John Gordon Autism Foundation*
- ▶ *Province of British Columbia*
- ▶ *Richmond Lions Club*
- ▶ *Richmond Chinatown Lions Club*
- ▶ *Royal Bank of Canada Foundation*
- ▶ *Service Canada – Canada Summer Job*
- ▶ *SPARC BC*
- ▶ *VanCity Community Branch Partnership Grant*

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.



842-5300 No. 3 Road
Lansdowne Centre
Richmond BC
V6X 2X9
☎ 604-232-2404



www.rcdrichmond.org

