

Richmond Centre for Disability

An organization originally founded in 1985



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Board Chair's Message

November 24th, 2009

2008-2009 has been a very busy year for the Board of Directors of the Richmond Centre for Disability (RCD). We have undertaken our oversight responsibilities with the greatest respect for the work done by the staff and senior management who continue striving for excellence in the provision of effective quality services for the people served by our organization.

We are delighted about the new location of the Centre that affords us valuable space and facilities to realize our mission and visions. We are excited about the opportunity to host a new fundraiser with the Richmond Rotary Club, and we look forward to keep forging new partnerships and alliances.

We have strengthened our relationships with many service providers and community partners through project collaboration. We look forward to more collaborating opportunities.

The Independent Living (IL) Program continues to empower people with disabilities to lead a more independent and participatory lifestyle. The 3rd International Wheelchair Curling

Bonspiel benefits from the efforts of many enthusiastic volunteers, we thank them sincerely for their hard work. On October 3rd, 2009 the RCD Annual Fundraiser – Italian Gala was held; it was a resounding success, thank you to all the guests who supported this endeavour.

A sincere thank you to the leadership shown by the board members who lead various committees; their works guide RCD's strategic directions and give valuable inputs to the development of services.

We remain committed to working hard together as a Board to ensure that RCD continues to play a vital role in "Empowering and Facilitating Access to Services and Support" for people with disabilities and their families.

Vince Miele
Chair, RCD Board of Directors

RCD Mission Statement: 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.

Executive Director's Message

2009 has been another year full of challenges, opportunities and changes. It is evident that dollars are harder to come by in a declining and slow recovery economy. Although the RCD has foreseen this downturn and planned strategically to cope with anticipated impacts, the year was a challenge financially. Moreover, we see increased needs and demands for services that outweigh the readily available options; we work with people with disabilities and their families who face mounting pressures socially, financially and maintaining livelihood. Nonetheless, this difficult period has also been instructive and even inspiring, because we are encouraged to look for different and creative potential solutions in our attempts to support people with disabilities during these difficult times.

It has given us a chance to live our values. It has challenged us to find creative ways to keep focusing on our mission. At the RCD, we believe that our services are crucial to support and empower people with disabilities to access resources more effectively. We focus our effort on directives that will have a lasting positive impact.

The unwavering commitment of our senior management team and staff has been an important ingredient for maintaining our services; they give their skills and talents wholeheartedly so that our organization continues to strive to be the best that it can be.

The Board of Directors has contributed countless hours of their time to providing

oversight and guidance as we envision how the organization needs to evolve for the coming years.

The RCD has emphasized on the following strategic areas:

1. Provide participant driven and people centered supports through effective and responsive service programming, as well as strengthening partnership.
2. Respond to the needs of community and foster community education and information sharing.
3. Encourage creativity and team work of staff by fostering a supportive work model, and increasing organizational transparency.

We continue to seek ways to maximize our resources in order to support as many people who require our service as possible. We are optimistic that our talented and creative staff team, our visionary Board, our dedicated volunteers, and our supportive community partners will be well positioned for the changes that lie ahead.

Finally we would like to thank the many people who make the existence of the organization possible. First of all, our generous funders and donors; without them, none of the projects and services would happen. We also wish to thank our growing participants: thank you for your ongoing interest and enthusiasm for being involved with the Centre, join our activities, give us your trust and stand by us to see our 25th anniversary in 2010.

RCD Core Values:

Dignity, Knowledge
Diversity, Self Determination

Ella Huang

Executive Director, RCD

A New Perspective on Disability

Highlights of the Year 2009

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- ▶ A snapshot of RCD as at end of October 2009:
 - 547 memberships
 - 9 board members
 - 14 full time and part time staff
 - 84 active volunteers
 - 739 newsletter mailing list
- ▶ The RCD Board of Directors took the lead to build organizational capacity by implementing the 2009 Strategic Plan through the establishment of some new committees and revamping some existing committees, including Communication Guidelines Committee, Fundraising Committee, Bonspiel Steering Committee and 25th Anniversary Planning Committee.
- ▶ The total volunteer hours recorded for 2009 up to end of October are 9,126 hours.
- ▶ The RCD website registered 85,000 average page hits every month.
- ▶ RCD participated in the delivery of IL Canada's "Food for Thought" Project and conducted 3 presentations on healthy eating and healthy cooking.
- ▶ The RCD Chinese Support Group has registered 197 members from 138 families, as at end of October.
- ▶ RCD employs a solely in house designed, web-based internal communication system – Online Office Bulleting Board (O2B2) to facilitate communication amongst staff and board.
- ▶ RCD hosted the 3rd Annual International Wheelchair Curling Bonspiel in November 2009, which saw the participation of 6 Teams.
- ▶ The RCD Communication Guidelines Committee led and finalized the production of the RCD Communication Standards Manual.
- ▶ A new fundraiser, Richmond Rotary Roll & Stroll, in partnership with Richmond Rotary Club was hosted on September 12th, 2009 at the Richmond Olympic Oval; the event raised around \$4,000.
- ▶ RCD participated in the City of Richmond initiative "Doors Open" on May 2nd and 3rd; over 100 community members visited our Centre.
- ▶ RCD is now on Face Book and Twitter as part of our Social Networking Initiative.
- ▶ Most performance indicators demonstrate success in achieving strategic goals:
 - Up 30% in membership base
 - Up 12% for website page hits
 - Designed and developed 4 new recreational activities
 - Implemented a new youth initiative – Youth Engagement Project

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.

A New Perspective on Disability

Services & Activities (Oct 2008 – Sept 2009)

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Information & Networking

- ▶ RCD responded to and assisted with 6,203 disabilities related general enquiries; the number is comparable with last year
- ▶ Total 2,235 client hours were delivered for direct services; representing a 6% increase
- ▶ 5,710 newsletters were sent out, including mail and e-mail delivery
- ▶ Staff participated in 40 community events, including fairs, exhibitions, and presentations

Peer Support & Recreation

- ▶ Implemented 8 recreational activities every week with participation of 283 individuals; doubling the numbers from last year
- ▶ 45 Skill Building Workshops were delivered on various Independent Living Skills related topics with the attendance of 405 participants
- ▶ Provided services to average 34 individuals every month for disability related issues revolving around daily life activities
- ▶ Hosted around 5 meetings and/or activities for different peer support groups such as youth, Mandarin speaking, Mothers of children with disabilities and Brain Injury group
- ▶ On average 22 recreational activities involved the assistance of volunteers every month; many volunteers are people with disabilities

Community Development

- ▶ 57 partnerships have been formed with community partners
- ▶ Delivered 20 Disability Awareness and Sensitivity Training sessions
- ▶ Attended 21 public speaking events to market the Centre and its services
- ▶ Worked closely with media by giving interviews, assisting with program filming and submitting newsworthy articles and press releases

Skills Development & Empowerment

- ▶ 423 computer classes provided technology training to 2,725 students, representing nearly 75% increase from last year
- ▶ 316 English classes provided language training to 168 students, the number is the same as for last year
- ▶ 3 courses of Life Skills Training were provided to 22 students
- ▶ Conducted 3 sessions for "Caring for People with Disabilities" Training to 32 participants
- ▶ 41 Public Education Presentations were conducted on 39 topics which were of community interest and attracted 547 attendees
- ▶ Offered 4 Volunteers Trainings Sessions to new and current volunteers how to best work with people with disabilities
- ▶ 2,892 users visited the Community Access Point for computer and used the Internet for a total of 6,778 user hours; of which 258 users were provided with technology assistance; the numbers doubled the data of last year

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

Accessible Parking Permits

- ▶ 1,422 Accessible Parking Permits were issued; the monthly average was 119, which shows 33% increase from last year

Children Summer Camp

- ▶ 48 children and youth, between 6 and 18, joined the 7-week summer camp in July and August
- ▶ 11 camp staff and 28 volunteers were recruited
- ▶ Volunteers contributed in total 1,600 volunteer hours, that represented 58 average hours per volunteer

Tax Return Services

- ▶ 12 sessions of Tax Return Services were provided from February to April 2009
- ▶ 30 individuals with disabilities and/or of low income were assisted for filling out tax forms at no cost

Fundraising Events

- ▶ 4 fundraising Meat Draws at Pioneer Pub and 1 Raffle Basket Draw were organized
- ▶ Assisted with the Richmond Rotary Roll & Stroll on September 12th; the event attracted over 150 participants joined the walk and enjoyed the performance
- ▶ Hosted an Italian Fundraising Gala on October 3rd with the presence of over 200 guests and raised more than \$8,000
- ▶ Planned and implemented a Mailing Campaign to solicit previous donors as an additional funding source

Wheelchair Curling Bonspiel

- ▶ 6 teams competed in the Bonspiel where there was international, national and local presence
- ▶ The Canadian National Team, winner of the Bonspiel, will join the 2010 Paralympics and vie for gold medals

Computer Access Point

- ▶ RCD continues to operate the Computer Access Point (CAP) to provide barrier free access to technology and the Internet for community members
- ▶ Technical assistance are in place to provide support for CAP users

CAP Youth Internship

- ▶ 4 youth interns are hired, with funding from Industry Canada, to provide maintenance for CAP and assistance for CAP users

Youth Engagement Project

- ▶ A new initiative to enhance and facilitate the key role that is played by youth with disabilities in the society and to develop a youth strategy that will benefit the overall youth community
- ▶ A Canada Summer Job student was hired for the months of July and August to kick start the project and laid the foundation of a Youth Steering Committee

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

A New Perspective on Disability

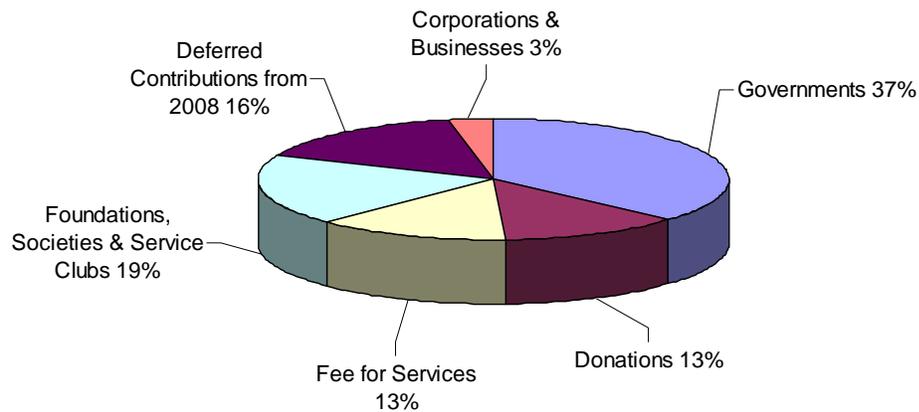
RCD Board of Directors

Chairperson:	Vince Miele
Vice Chair:	Tom Parker
Treasurer:	Hugo Chan
Secretary & Founding Member:	Frances Clark
Recording Secretary:	Angela Gauld
Board Members:	Chris Feigel Gabriele Lightfoot Jamie MacDonald Shawn Logan
City of Richmond Council Liaison:	Evelina Halsey-Brandt
City of Richmond Staff Liaison:	Alan Hill

*"No person was ever
honoured for what
he received.
Honour is given by
what you give."*

Calvin Coolidge

Organization Revenue



About RCD

The RCD is a grass root organization run by people with disabilities for people with disabilities. The organization is not-for-profit, disability-led and community-based, providing service to entire communities on disability issues. We offer a unique specialized Independent Living Program that supports learning, builds confidence through peer support and provides skills development. We work with the community often in concert with or supported by governments and social agencies. Responding to our own community's needs, the RCD provides services and activities involving skills development, literacy, health, recreation, accessible and adaptive technology, peer support and disability support services.