

# Richmond Centre for Disability

## 2010 ANNUAL REPORT

Presented at RCD AGM on October 19, 2010



# 25<sup>th</sup> Anniversary



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# Richmond Centre for Disability

**The year 2010,  
RCD is  
celebrating its  
25th year of  
establishment  
and 10 years of  
direct services to  
people with  
disabilities.**

The Richmond Centre for Disability (RCD) is a not-for-profit, disability-led and community based service agency. We are a grass root organization run by and for people with disabilities to design and deliver highly effective programming with multi-disability, self-directed and inclusive approach. Through its Resource Centre the RCD also supports and promotes Independent Living (IL) Philosophy.

The mission of RCD is 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.

The RCD has grown because of invaluable community support, dedicated volunteers and strong board governance. We will continue to do our best in representing the disability community – and to remain worthy of the trust of our participants, supporters, funders as well as the community.

# Organizational Profile

**OPERATION:** the RCD operates a resource centre to provide direct services to people with disabilities. It is an accredited member of Independent Living Canada. There are four streams of services under the Independent Living Program – Information & Networking, Skills Development, Peer Empowerment and Recreation. The RCD also conducts disability awareness and sensitivity training, issues accessible parking permits and offer volunteer training.

**GOVERNANCE:** the RCD Board of Director had 9 members for 2010; Council Liaison from the City of Richmond was Councilor Bill McNulty while Staff Liaison was Alan Hill of Community Services Department.

## 2010 STRATEGIC DIRECTIONS:

1. Improve services & participations
2. Build partnerships & foster relationships
3. Organizational growth & development

## At a Glance:

- Total 634 general members
- Chinese Support Group: 216 members
- Youth Support Group: 33 members
- 108 active volunteers
- Total 10,146 volunteer hours
- 15 full time & part time employees

## RCD Board

Chair: Vince Miele

Vice Chair: Tom Parker

Treasure: Hugo Chan

Secretary & Founding

Member: Frances Clark

Recording Secretary:

Angela Gauld

Member at Large:

Chris Fiegel

Gabriele Lightfoot

Jamie MacDonald

Shawn Logan

## Message from the Chair

**Throughout its 25-year history**, the Richmond Centre for Disability (RCD) has been the voice for people with disabilities and a supporter of the Independent Living approach for removing barriers. In its earliest years, as the Richmond Committee on Disability, the organization was the first advisory committee to the City of Richmond in promoting new perspectives on disability and to bring awareness of disability issues to the public's attention.

As the range of services, activities and projects grew; the RCD identified "PEOPLE" as its priority, and in 2008, changed its name to the Richmond Centre for Disability. The driving force behind this direction was the idea of "People Directed", that means people are the most valuable asset, and we are focusing on moving from working for, to working with, to working by, people with disabilities.

It is a source of great pride to me that the RCD brings together different perspectives in the pursuit of creative solutions to disability-related barriers. Even more importantly, RCD is keen to support people to get firsthand experience of achieving success, to help guide and direct their decision making process and to foster opportunities and choices.

A prime example of this was this year's endeavours of 25<sup>th</sup> Anniversary Celebration which started early in the year with the Creative Writing Contest "Accent on Accessibility and Participation", then the presentation to Richmond City Council to celebrate 25 years of unique partnership, followed by an Accessibility Forum in June; a Roll & Stroll event at the RCD summer picnic in July followed by the spectacular Celebration Gala in October. The year long celebration will be concluded with the International Wheelchair Curling Bonspiel in December, with emphasis on the United Nation's Day of People with Disabilities. These activities exemplify connectedness and full participation within the community, leading to the shaping of a truly inclusive society.

For me, the opportunity to be part of RCD's 25-year history and supporting others become aware of disability issues is a very important commitment. I take pride in the outstanding contribution the RCD is making to build a more accessible and inclusive society for everyone, and thank Ella Huang and her staff, the Directors, the volunteers and all the RCD members for their continuing commitment and support.



Vince Miele  
Board Chair



## Message from the Executive Director

**25 years ago**, disability awareness and accessibility issues were put squarely on the public agenda with the establishment of the Richmond Committee on Disability, the organization that became the Richmond Centre for Disability. At that time, Frances Clark and a small group of supporters played a critical role in raising awareness and acknowledging the contribution of people with disabilities to public attention. Today, there has been significant progress toward those goals with Canadian governments and community at large appreciating the potential benefits of a totally inclusive society, meanwhile the RCD continues to evolve.

2010 was a year of considerable progress. After a turbulent time of economy downturn, the recession was reported to be easing and news showed that job losses were tapering off. Nonetheless, the social service sector continued to face an insurgence of demand for services. In response to this community trend, the RCD strategically expanded the service scope of the Independent Living Program and renewed the passion in “peer empowerment” and “youth power”. The centre had placed emphasis in fully utilizing existing resources, identifying and encouraging investment in new capacities, also reaching out to new partnerships.

Positive impacts had been demonstrated by the coordinated approach throughout 2010; for instance, funding had been obtained to make the facilities more accessible, both physically as well as technologically; we expanded our public education series to include the outreach project of Registered Disability Savings Plan (RDSP), rekindled the approach of peer support and peer mentoring, started several job-related initiatives to support members taking small steps to gainful employment and developed an innovative model for youth project, based on previous successful experience and inspiration.

As we mark 25 years of leadership and servicing the community, the RCD embraces innovation - with new programs, new technologies and new ways of sharing all of this with our diverse audiences. In this period of rapid change and a shifting economic context, it is time to focus on capacity building in order to effectively meet future challenges. It is our ultimate vision to define community priorities, address critical gaps and partner with governments and other funders to deliver coveted service to communities.



Ella Huang  
Executive Director



## Services & Activities (Sept 2009 – Aug 2010)

### Information & Networking

- RCD responded to and assisted with 4,521 disability-related general enquiries and contacts
- Total 2,351 client hours were delivered for direct services; representing a 5% increase from previous year
- 4,190 newsletters were sent out, including mail and e-mail delivery
- Staff participated in 23 community events, including fairs, exhibitions, and public presentations

### Skills Development

- 253 computer classes provided technology training to 2,160 students
- 224 English classes provided language training to 165 students
- 3 courses of Life Skills Training were provided to 32 students
- 23 Public Education Presentations were conducted on 22 topics which were of community interest and attracted 392 attendees
- Offered 2 Volunteers Trainings Sessions to new and current volunteers how to best work with people with disabilities
- 3,608 users visited the Community Access Point for computer and used the Internet for a total of 7,341 user hours; of which 263 users were provided with technology assistance

### Peer Empowerment & Recreation

- Implemented on average 8 recreational activities every week with participation of 333 individuals; representing 18% increase from previous year
- 61 Skill Building Workshops were delivered on various Independent Living Skills related topics with the attendance of 480 participants, showing a 20% increase
- Provided services to average 16 individuals every month for disability related issues revolving around daily life activities
- Housed meetings for four different peer support groups such as Youth Group, Chinese Support Group, Mothers of children with disabilities and Support for Mental Health group
- On average 24 recreational activities involved the assistance of volunteers every month; many volunteers are people with disabilities

### Community Development

- 79 partnerships have been formed with community partners
- Delivered 18 Disability Awareness and Sensitivity Training sessions
- Attended 33 public speaking events to market the Centre and its services

## RCD Centre Projects (Sept 2009 – Aug 2010)

### Accessible Parking Permits

- 1,491 Accessible Parking Permits were issued; the monthly average was 124, which maintained the same number as last year

### CAP Youth Internship

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

### 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

### Community Partnerships

- RCD undertook 2 partnerships to assist people with disabilities to access employment and employment-related resources – Employability Program and Equipment & Assistive Technology Initiative

### RDSP Outreach Initiative

- RCD conducted 18 sessions on RDSP presentation to 260 attendees
- RCD provided 233 one-on-one assistance to people on RDSP related issues

### Children Summer Camp

- 45 children and youth, between 6 and 18, joined the 7-week summer camp in July and August
- 10 camp staff and 24 volunteers were recruited
- Volunteers contributed in total 1,355 volunteer hours

### Tax Return Services

- 5 sessions of Tax Return Services were provided from February to April 2010
- 25 individuals with disabilities and/or of low income were assisted for filling out tax forms at no cost

### Wheelchair Curling Bonspiel

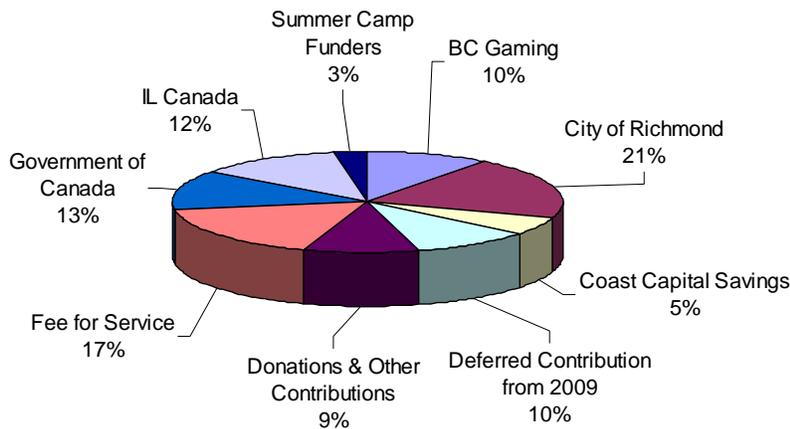
- 6 teams competed in the Bonspiel where there was international, national and local presence
- The winner of the Bonspiel was Canada Paralympics Team which went on to win the gold medal at the Olympic Games in February 2010

### Youth Engagement Project

- The RCD Youth Group officially established in July 2010, with a 11-membered Youth Council
- 9 participants joined the Duke of Edinburgh Young Canadian Challenge with one for gold medal and three for silver medals

## Summary of Revenues & Expenditures

### Source of Revenue



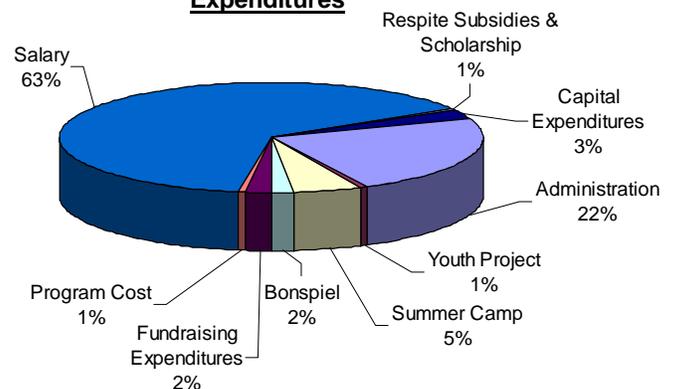
### REVENUES

BC Gaming	\$57,200
City of Richmond	\$111,496
Coast Capital Savings	\$30,000
Deferred Contribution from 2009	\$55,688
Donations & Other Contributions	\$52,307
Fee for Service	\$95,466
Government of Canada	\$71,697
IL Canada	\$65,678
Summer Camp Funders	\$15,500
<b>TOTAL REVENUES</b>	<b>\$555,032</b>

### EXPENDITURES

Administration	\$125,805
Bonspiel	\$8,992
Capital Expenditures	\$14,819
Fundraising Expenditures	\$10,682
Program Cost	\$3,410
Respite Subsidies & Scholarship	\$3,216
Salary	\$346,751
Summer Camp	\$27,811
Youth Project	\$3,163
<b>TOTAL EXPENDITURES</b>	<b>\$544,649</b>

### Expenditures



Excess of Revenue over Expenditures

\$10,383 (Financial Statements were audited by Reid Hurst Nagy Inc. CGA)

### RCD Staff

Ella Huang (10-year milestone)	Executive Director
Eileen Kalshoven (10-year milestone)	Executive Assistant
Viet Vu (9-year milestone)	IL Program Director
Kathy Butler (8-year milestone)	Office Manager
Ian Yeung (5-year milestone)	Skills Development Coordinator
Carrie Chan	Information & Networking Coordinator
Rich Green	Peer & Recreation Coordinator
Eva Leeuwenkamp	Youth Project Administrator
Tom Tang	Web Master & Technology Specialist
Shabnam Khan, Ravinder Dhillon, Bob Ayers	Office Assistants
Shelton Tsang, Kevin Liu, Tylone Ho	Youth Interns