



2011-2012
ANNUAL
REPORT

RICHMOND CENTRE FOR DISABILITY

(Presented at November 20, 2012 Annual General Meeting)



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MESSAGE FROM THE BOARD CHAIR – VINCE MIELE

2012 marks the 27th year of the Richmond Centre for Disability (RCD). To look back at where we started – in the sitting room of Frances Clark’s house – the journey we have taken seems all the more incredible. As with any journey, there have been challenges along the way, but also successes. The former have made us stronger; the latter filled us with pride. And the journey, of course, continues. Since 1985, we have been bringing services to people with disabilities through community networking and Independent Living (IL) Philosophy. We remain committed to that mission and are excited for what the future holds.

Though we have been on a journey, RCD has also been a destination, a place where people come to connect to their community. The RCD remains a grass root organization run by people with disabilities for people with disabilities. Every year over 18,000 people with disabilities, their families, communities and stakeholders benefit from our support and services across the Lower Mainland. In 2011, we delivered over 35,000 services hours through our IL program,

different projects and activities. Our programming responds to community trends and reflects the diversity of our services, from skills development to recreation, from employment services to peer support, from summer camp to wheelchair curling, from income tax assistance to flu shot. We are a centre for disability, but more than that, we are a centre for our community.

This past year was memorable for many reasons: the continuation of effective service delivery in a turbulent time of increased demand and scarce resources; the exploration of social media to heighten visibility; the successful recruitment for board of directors. Perhaps most of all, though, it was memorable because of the people who came to us on their own journeys. They came to participate. They came to volunteer. They came to get involved.

Lastly, I sincerely thank the ongoing support of our members, and the tireless work of our active Board of Directors, staff and volunteers. You are helping to make a difference in our community; together we promote a new perspective on disability.

MESSAGE FROM EXECUTIVE DIRECTOR – ELLA HUANG

The past year has been a busy and transitional time at the RCD. I believe we can attribute the solid position we find ourselves in today to a sum of small efforts. I am grateful for the many individuals, supporters and community partners who have trusted and/or invested their time and effort in the RCD. Today we are a vibrant and flourishing organization.

I hope to use the theme “the sum of small efforts” to encapsulate the essence of the RCD. My visualization of “the sum of small efforts” is a coordinated effort that bears great reward. In supporting our members, the only real path to success is when we have a number of parties all contributing to bring about changes in a person’s life. From the participants having the courage to start the journey, to the staff members who listen and support their goal, to the board directors who provide governance to the organization, to the volunteers who unselfishly give, to the community partners who share the same vision as RCD, it is a coordinated effort that bears great rewards. I believe that RCD is where we are through each small effort put into it. It is the collection of these efforts that ultimately leads to our existence.

The RCD is here to support our members’ effort and assist them to achieve their dreams. Our success reflects the strength of our mission, people, values and culture. Nothing is more important to delivering on our mission than RCD’s people. Our board members, staff and volunteers bring our value to life everyday as we serve our participants. We respect individuals, care for our members and strive for excellence in all we do.

We are more service oriented and, through our services we directly assist and work with people with disabilities. We have also learned the importance of building community through working closely with other organizations. In the process we learn from each other, are able to better utilize resources and reduce duplication.

It is a very different world now than 27 years ago when RCD was founded. It is hard to imagine what changes are ahead of us, but one thing we can be sure of is that the RCD will continue to be rooted in the notion of “the sum of small efforts”; and we shall continue to work together with stakeholders to expand our horizons and our effectiveness.

ORGANIZATION PROFILE AT A GLANCE (Oct 31, 2012)

- Total 887 general members
- Chinese Support Group: 236 members
- RCD Youth Group: 49 members
- 105 active volunteers
- Total 10,403 volunteer hours (2011-2012)
- 20 full-time and part-time employees

2011-2012 FACTS & FIGURES (November 2011 to October 2012)

- 4,584 newsletters sent
- Over 100,000 average monthly page hits on RCD website
- 56 media exposures
- Participated in 39 community engagements
- Over 18,000 people accessed services
- Issued 1,682 Accessible Parking Permits
- Over 5,200 average monthly page hits on Access Richmond website
- Offered 17 different recreational activities
- Delivered 226 English classes and 207 Computer classes

SOCIAL MEDIA INITIATIVES (October 2012)

- Started Face Book and Twitter in April 2011
- Face Book generated 386 Likes of the RCD page; highest weekly reach of over 4,000 people; created highest weekly virility of nearly 200 people talked about one topic posted
- Twitter has over 300 tweets



RCD SERVICES AND ACTIVITIES (November 2011 to October 2012)

RCD operates a resource centre to provide direct services to people with disabilities. There are four streams of services under the Independent Living Program – Information & Networking, Skills Development, Peer Empowerment & Recreation, and Community Development.

INFORMATION & NETWORKING

- Responded to and assisted with 8,865 disability-related general enquiries and contacts
- Provided 2,266 clients hours of services
- Delivered a Public Education Series of 48 workshops, in 19 topics and 421 participants attended

SKILLS DEVELOPMENT

- Delivered 12 Disability Awareness & Sensitivity Training to over 50 participants
- Offered a brand new Drawing Class
- Provided Public Speaking Meeting for RCD Youth Group
- Delivered 4 Volunteer Training sessions

PEER SUPPORT & RECREATION

- Facilitated 143 Peer Support group meetings
- Implemented on average 15 recreational activities every week with participation of close to 200 individuals
- Some fee-for-service activities generated revenue

COMMUNITY DEVELOPMENT

- Formed partnerships with like-minded organizations
- Represented people with disabilities on 8 councils, committees and task groups
- Scheduled regular meetings with Richmond MLAs and met twice a year with City of Richmond Managers

RCD CENTRE PROJECTS (November 2011 to October 2012)



CHILDREN SUMMER CAMP

- 36 children
- 9 camp staff and 23 volunteers
- Total 1,705 volunteer hours

COMPUTER ACCESS SITE (CAS)

- 4,352 users visited the CAS
- A total of 6,046 user hours
- Provided technology assistance to 410 users

RDSP OUTREACH

- Hosted 16 info sessions to 179 attendees
- Provided 865 one-on-one assistance to people on RDSP related issues

YOUTH INTERNSHIP PROJECT

- 6 youth interns are hired with Industry Canada funding

RESOURCES FOR CAREER DEVELOPMENT (April to October 2012)

- Provided employment support to 79 participants
- 363 meetings with participants
- 17 participants found paid employment
- 8 participants returned to school

COMMUNITY ENGAGEMENT

- Conducted Beta testing for Rick Hansen Foundation's on-line accessibility survey tool "Planat"
- Celebrated Community Living Week in October with CLBC & MCFD
- Hosted an Invisible Illness Awareness Week in September 2012 for a week-long event with daily activities, a pub night and a visual performing arts performance
- Provided Income Tax Filing Services to 62 people with disabilities and their families
- Offered a Free Flu Shot Clinic, in partnership with Ackroyd Pharmacy, to 40 members

emPOWER SERIES

- Hosted 8 workshops of different topics to expand mind power
- Over 100 participants attended

YOUTH GROUP ACTIVITIES

- Hosted 12 Youth Council meetings
- Registered 50 members
- Designed a RCD Youth Group Face Book page
- Hosted a Halloween Fundraising Party
- Offered 4 Sports Combo activities in summer
- Hosted one member reunion gathering
- Hosted a fundraising Hot Dog Day

CHINESE SUPPORT GROUP

- Hosted 8 members' meetings
- Organized a fundraising Garage Sale
- Activities included Christmas Party in December, Chinese New Year Dinner in January, Summer Picnic in June, two pot lucks and Karaoke night
- Published 3 editions of newsletter

SNAPSHOTS OF RCD EVENTS



RCD BOARD OF DIRECTORS

Chair: Vince Miele Vice Chair: Tom Parker

Secretary & Founding Member: Frances Clark

Recording Secretary: Angela Gauld

Members at Large: Alvin Ip, Elaine Gee, Jenny Wong, Shirley Liang

City Council Liaison: Councilor Bill McNulty City Staff Liaison: Alan Hill

RCD STAFF

Ella Huang, Eileen Kalshoven, Kathy Butler, Tom Tang, Viet Vu
 Bob Ayers, Cecile Mulkens (Maternity Leave), Dave Thomson,
 Dina McInnes, Ian Yeung, Kathie Shih, Kaye Han, Louise Gaudry,
 Ravinder Dhillon, Rich Green, Shabbi Khan

Computer Interns: Argon Dai Edmark Lim Kellen Currie Shelton Tsang
 Simon Li Vanessa Mendoza