



RICHMOND CENTRE FOR DISABILITY

Promoting a New Perspective on Disability



Annual Report 2014

Presented at the 2014 Annual General Meeting on November 18, 2014

WHAT WE DO

The Richmond Centre for Disability (RCD) is a not-for-profit, disability-led, community-based and cross-disability organization. For over 29 years we have been supporting people with disabilities to fulfil their potential and live the lives they choose.

The RCD works for a society in which every person is equally valued. We believe that people with disability should have the freedom to live their lives the way they choose – with the opportunity and support to live independently, to contribute economically, and to participate fully in society. This belief is at the heart of everything we do.

Every year, we support thousands of people with disabilities to live as independently as possible. We offer skills development and upgrading opportunities, recreation activities, peer support, self-empowerment. We provide support and assistance for getting jobs, accessing community resources, building personal and professional networks.

Our purpose is to provide resources and support to the disability community, to honour their dignity and choice, and to nurture ownership in their lives. We recognize that everyone is different, and services are not supposed to come out from cookie cutters. Therefore we take the time to understand what matters to the people we serve, listen to their worries and provide support in reaching their goals.

The need for specialized centralized information and resources for people with disabilities was first identified by the RCD in the late 1980's. The organization was developed in a manner that would avoid duplication of already existing services in the region; we worked to provide the services that were needed but not available. Working in partnership with people with disabilities and community organizations, we have ensured that the vision of "Independent Living" is the guiding factor in all decision making.

KEY FACTS & FIGURES

Organizational Profile at a Glance:

(As at Sept. 30, 2014)

- Total 1399 general members
 - Chinese Support Group: 297 members
 - RCD Youth Council: 10 members
 - RCD Youth Group: 50 members
 - 115 active volunteers
 - Total 10,966 volunteer hours (2013-2014)
 - 11 Board members
 - 19 full-time and part-time employees
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Independent Living Program

- Information & Networking
 - Skills Development
 - Peer Support & Recreation
 - Community Development
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Other Services

- Flu Shot Clinic – Nov. 6, 2013
 - Free Income Tax Filing – 4 session, March & April 2013
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Specialized Projects

- Children Summer Camp – Jul 7 to Aug 22, 2014
 - Computer Access & Support Site
 - Resources for Career Development
 - Job Skills Club Training – 3 terms
 - Youth Internship Training
 - Richmond VisitAbility Task Force Coordination
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2013-2014 Activity Summaries:

- Over the past year we have 4,593 newsletter sent
 - Close to 130,000 average monthly page hits on RCD website
 - 38 media exposures
 - Participated in 42 community engagements
 - Close to 20,000 head-participation in centre-based activities
 - Issued 1,975 Accessible Parking Permits
 - 7,657 average monthly page hits on Access Richmond website
 - Offered 20 different recreational activities
 - Delivered 492 English classes and 159 Computer classes
 - Face Book generated 538 Likes of the RCD page
 - Twitter has 335 followers
 - In total RCD provided 67,237 Service Hours for direct services
 - In total 27,967 people received services and/or were involved with the RCD in some way
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Annual Events

- 7TH Annual International Wheelchair Curling Bonspiel – Oct. 23 to 26, 2013
 - RCD 2014 Fundraising Gala – Oct. 26, 2013
 - UN Day Celebration – Dec. 3, 2013
 - Chinese Support Group Fundraising Concert – Sept. 12, 2014
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CHAIRMAN'S REVIEW

Looking back on the last 12 months just reminds me of how much we have achieved. It's been an incredible year, and I am filled with pride for all of our people who have strived to deliver our vision – enabling all people, no matter what their disability, to live their lives to the fullest extent possible.

During a time where there have been so many uncertainties with funding and diverse social service trends, our focus has been to continue to improve the high quality services we provide to thousands of people with disabilities.

Our staff and volunteers have made fantastic progress in bringing to life personalized support, so that the services we deliver is centred on what is important to each person and meets their individual choices. While the economy is clearly improving, the business and financial environment remains a challenge for many charities, including the RCD. It is a time that every penny raised from donations has been so valued and carefully spent to greatest effect. By managing our costs carefully we have ended the year in a satisfactory position, enabling us to continue with our important plans for 2015, which will be the 30th Anniversary of the Richmond Centre for Disability.

Along with our Executive Director Ella Huang, I had the privilege of accepting the Prime Minister's Volunteer Award for Lifelong Achievement on behalf of Frances Clark earlier this year from the Prime Minister Stephen Harper himself; the award was to honour Frances' 60 years of volunteer contributions. It is truly a great accomplishment, and well deserved recognition for Frances' body of volunteerism in the community.

The RCD has many supporters and it is vital that we continue to build these relationships, as it is through working together to put people first that we shall achieve success. We experienced an example of this in a very real way this past October when we hosted our annual fundraising gala. Many people gave their time to volunteer or attend or donate or bring friends to raise funds to support our works in enriching the lives of people with disabilities. I also would like to offer my thanks to our awesome staff team, led by ED Ella Huang, for their passion, determination and hard work. The successes we have experienced have been driven by their resolve to see real change happening in our community. I also want to express my heartfelt thanks to all the board members. They have made a significant contribution to the organization and the disability community at large.

Finally our organization does amazing things because of our dedicated volunteers. On behalf of the entire Board, I would like to thank each and every one of them for using their skills and talents productively, and for doing so, with empathy and respect.

Vince Miele, RCD Board Chairman

MESSAGE FROM THE EXECUTIVE DIRECTOR

In his review, the Chairman has described this year as an 'incredible' one for our organization; there is no doubt that what the RCD and our supporters have achieved together to put people first has been remarkable.

When we had our strategic planning at the beginning of 2014, we intentionally brought the emphasis back to the fundamentals of our mission statement, Independent Living Philosophy and organizational capacity building. It was not because we were not ready to expand or advance more aggressively, it simply because we felt responsible for our members, and we wanted to ensure the Richmond Centre for Disability (RCD) would move forward with them.

The macro environment with economy, government policy and social service is showing false positive signs, signifying problems or turbulence with deeper root. The flow of funding is obscure because the downloading process from federal to provincial governments and municipalities creates more grey areas and red tapes than ever. The buzz word "Rethinking DisAbility" is old wine in new bottle; and many organizations talk about "Financial Sustainability" without truly understanding its meaning and implication.

The million-dollar question is how can a not-for-profit organization sustain to fulfill its mission with available or potential funding?

Building our sustainable future starts from now – it takes knowledge, strong leadership, team work, and passion; and the key factor is insight of the next wave. We need to be part of the community, to respond to emerging needs with flexibility and adaptability, within the context of our organizational mandate. The RCD went through some significant expansion since relocating to our current location six years ago; only the past two years we monitored our growth well, rather than being led by the expansion. This is invaluable experience for our organization to leap into the next phase – strategically work towards broader scope of social development of disability issues.

The colour of social service sector is forever changing, therefore following or ignoring the change is futile. There are ways to match the colour, either with same tone or contrast shade; the trick is can we pull it out of the hat?

Today we are filling our hat with resources – people, skills, knowledge, experience, passion, connection, relationship, good work, etc. Next year 2015 will be 30 years of establishment of the RCD; we shall celebrate this significant milestone and prepare ourselves for a new era.

Ella Huang
Executive Director

STRATEGIC OBJECTIVES

In order to help us achieve our goals, we have identified five strategic outcomes, starting in 2014 until 2018. These outcomes reflect our highest priorities for coming 5 years.

1

Space

- RCD is fully accessible, inclusive and welcoming physically, culturally, financially, and for all diversity.
- RCD has facilities, amenities and space to meet the needs of stakeholders, and has the capacity to expand in response to community needs.

2

Services

- RCD is a resource which facilitates participation in community life through fully engaging people with disabilities by being informed, learning skills, meeting friends, forming networks, as well as staying active and healthy.
- RCD develops strategic directions to complement Richmond's Social Development Strategy 2013-2022.

3

Visibility

- RCD has a strong presence in Richmond in terms of representing people with disabilities, being the official advisory body to the City of Richmond and part of the social service fabric.
- RCD is highly visible in the community to people with disabilities, governments, businesses, media, social service agencies as well as the community at large.

4

Financial Sustainability

- RCD has a Financial Sustainability Plan and has established a committee to oversee its works in fundraising, donation, grants, user fee, in-kind support, volunteers, partnership, business venture, etc.

5

Succession Planning

- RCD has developed succession planning strategy for management and board to build a strong "talents pool" and to ensure skills sharing and knowledge transfer.

In everything we do, we try to improve our understanding of the preferences and ambitions of people with disabilities, acting on their feedback to shape the services and support we provide. We are committed to understanding and capturing their individual aspirations and choices.

Our strategic outcomes are supported by milestones, indicating what we plan to achieve each year, and to measure progress towards the outcomes.

We believe that achieving these strategic outcomes will help towards making our mission a reality for the people we serve.

SERVICES AND ACTIVITIES

Improving the quality of our services

We have made good progress towards our objectives during the past year, despite the financial and other challenges facing us. We try to focus on the individual preferences and needs of the people we support and on providing the best support we possibly can. We recognize that everyone is unique, and we are working towards supporting our members to be in charge of planning and making decisions about their own lives, to the best of their abilities.

Over the past 12 months, we have successfully strengthened our operational system and administration through the annual strategic planning. There is also commitment to learning and improving. One way we have done this is by reviewing the way we work to try to make sure we are promoting an open culture. We have introduced some new activities, such as Simple Cooking as part of the life skills training curriculum, RCD Ambassador Training, as well as expansion of the Public

Education Series to financial literacy and entrepreneurial training.

The RCD continues to reach and provide services to thousands of people with disabilities. The enquiry rate pertaining to disability issues had increased by 6%; the total number of direct service hours significantly raised by nearly 20%. Our visibility keeps improving, as monthly page hits to our website was 17% higher than last year, and we had created effective presence on the social media.

We strive to create an environment where everyone who works or volunteers for us, people who receive our services or whose lives we touch in any way, will all have a positive RCD experience. Moreover in the longer term, their quality of life will be enhanced as they are empowered to participate in the community to the level of their desires and to the fullest extent of their ability.

RCD BOARD OF DIRECTORS

Chair: Vince Miele Vice Chair: Tom Parker Treasurer: Abu Hafizullah
Secretary & Founding Member: Frances Clark Recording Secretary: Angela Gauld
Members at Large: David Hung, Eliana Chia, Michael Sirota, Ron Diaz, Sarah Ho, Shirley Liang
City Council Liaison: Councillor Bill McNulty City Staff Liaison: Alan Hill

RCD STAFF

Management: Ella Huang, Eileen Kalshoven, Tom Tang, Viet Vu
RCD Work Team: Bob Ayers, Dave Thomson, Dina McInnes, Ian Yeung, Kathie Shih, Louise Gaudry, Ravinder Dhillon, Rich Green, Shabbi Khan, Shelton Tsang
Youth Interns: Anna Jedrzejewska, Edmark Lim, Lee Huang, Nick Marskell, Sally Lau



RCD Fundraising Gala
Oct 26, 2013