



## **RICHMOND CENTRE FOR DISABILITY**

Promoting a New Perspective on Disability



## **Annual Report 2013**

**CELEBRATE TOGETHER**

## **RICHMOND CENTRE FOR DISABILITY**

**The RCD is a not-for-profit, disability-led and community-based charitable organization, providing service to entire communities on disability issues.**

### **MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR**

This year the consistent theme is “Celebrate Together” because it was truly a remarkable year of achievements and successes that totally warranted all of us to celebrate together.

The 2012-2013 fiscal year was a special year for the RCD, and this fast growing organization that was founded in 1985 has brought significant difference to the lives of people with disabilities and the community. When the excitement of winning the “Association of the Year” recognition of the 2012 Excellence in Business Award subsided, we are all thrilled to learn that Frances Clark, Founder and current Board Secretary is one of the top-ranked nominees of the Prime Minister’s Volunteer Awards which recognize the exceptional volunteer contributions of individuals in making their communities stronger. The recipients will be selected in the near future and we all hope that Frances’ lifelong contribution to the community will be recognized.

It is indeed a collective effort to bring us to where we are today. The society’s initial years were not without struggles. Throughout some challenging times those struggles became the key to fostering our strengths and, more importantly, defining the values that we work with today. With our vision on Independent Living Philosophy, we focus on not only sustaining, but also growing our core program – the Independent Living Program including Information & Networking, Skills Development, Peer Support and Recreation. Our Resources for Career Development and Public Education Projects are enjoying tremendous response and great participation; fundraising efforts are of high visibility; and the Wheelchair Curling Bonspiel has made its mark in the sports arena.

This year, the theme is **Celebrate Together** because we know that all our successes, big and small, would not happen without you, our supporters. Whether you are a person with disability, a family member, a friend, a participant, a donor, a volunteer, a sponsor or community partner, we would not be where we are without your continued support.

Looking forward, we will also be working in partnership towards collaborations and efficiencies that can enhance the services we offer, at increasing access and awareness in the community. We could not have done this work without the dedicated and compassionate efforts of our staff and hardworking volunteers, as well as the financial and moral support of our donors and sponsors. We thank you all as we look forward to building upon our successes in 2014.

Vince Miele, Board Chair and Ella Huang, Executive Director

## **RICHMOND CENTRE FOR DISABILITY**

**Every month average 119 volunteers contributed their time and effort; they made a big impact by giving totally 10,393 hours to RCD from April 2012 to March 2013. That is equivalent to the work of more than 5 Full Time Employee in a year.**

### **ORGANIZATIONAL PROFILE AT A GLANCE (Mar. 31, 2013)**

- Total 951 general members
- Chinese Support Group: 272 members
- RCD Youth Group: 50 members
- 119 active volunteers
- Total 10,393 volunteer hours (2012-2013)
- 10 Board members
- 19 full-time and part-time employees

### **2012-2013 FACTS & FIGURES**

- 4,980 newsletter sent
- Over 111,500 average monthly page hits on RCD website
- 56 media exposures
- Participated in 43 community engagements
- Over 18,000 people participated in centre-based activities
- Issued 1,831 Accessible Parking Permits
- Over 5,800 average monthly page hits on Access Richmond website
- Offered 16 different recreational activities
- Delivered 405 English classes and 204 Computer classes
- Face Book generated 465 Likes of the RCD page
- Twitter has 254 followers
- In total RCD provided 56,617 Service Hours for direct services
- In total 27,710 people received services and/or were involved with the RCD in some way

### **INDEPENDENT LIVING PROGRAM**

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

### **SPECIALIZED PROJECTS**

- Children Summer Camp
- Computer Access & Support Site
- RDSP Outreach
- Resources for Career Development & Job Club Training
- Youth Internship Training

### **ANNUAL EVENT**

- 6<sup>TH</sup> Annual International Wheelchair Curling Bonspiel
- RCD 2012 Fundraising Gala
- UN Day Celebration Dec. 3, 2012

### **OTHER SERVICES**

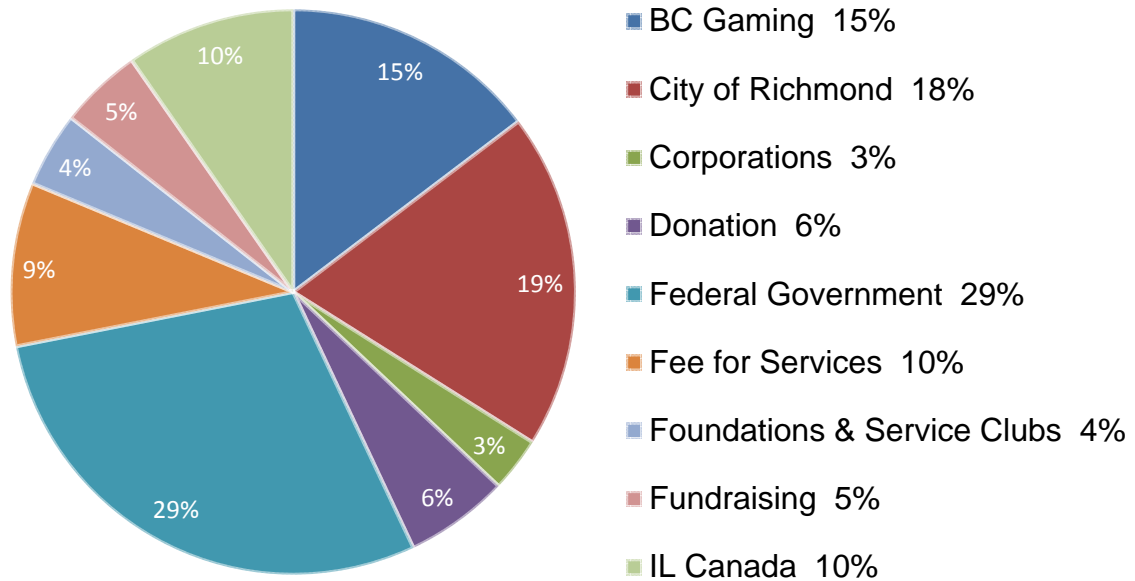
- Flu Shot Clinic
- Free Income Tax Filing

## **RICHMOND CENTRE FOR DISABILITY**

The organization was founded in 1985, and established a physical centre in September 2000 to deliver direct services to people with disabilities in the Lower Mainland of BC. The year 2013 marked 28 years of services to the community.

### **REVENUE SOURCES**

(for year ending March 31, 2013)



### **RCD BOARD OF DIRECTORS**

Chair: Vince Miele

Vice Chair: Tom Parker

Treasurer: David Hung

Secretary & Founding Member: Frances Clark

Recording Secretary: Angela Gauld

Members at Large: Alvin Ip, Carven Li, Eliana Chia, Jenny Wong, Shirley Liang

City Council Liaison: Councilor Bill McNulty

City Staff Liaison: Alan Hill

### **RCD STAFF**

Management: Ella Huang, Eileen Kalshoven, Kathy Butler, 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

Youth Intern Coordinators: Edmark Lim, Kellen Currie

Youth Interns: Ashley Newcomb, Mashood Kamal, Sally Lau, Shelton Tsang



# Richmond Centre for Disability

## Report of Service Hours (Apr 2012 - Mar 2013)

The Richmond Centre for Disability (RCD) provides specialized services to people with disabilities. During the daily operation of our Centre, our staff, volunteers and Board members meet and work together with numerous participants and consumers, on different levels of interaction. The activities, details of interaction and service hours are summarized as follows:

Activities/ Services	Level of Interaction	Service Hours
CAS Computer Access Site & Computer Support	<ul style="list-style-type: none"> <li>• Total 4,219 users accessed the service</li> </ul>	6,600
Children Activities	<ul style="list-style-type: none"> <li>• 329 children participated</li> <li>• Summer Camp and After School activities</li> </ul>	338
Chinese Support Group	<ul style="list-style-type: none"> <li>• 11 Committee meetings</li> <li>• 12 members' events</li> </ul>	92
Community Events	<ul style="list-style-type: none"> <li>• Partook in 73 Mall Display, Career/Job Fair and community functions with over 1,000 attendees</li> </ul>	450
Computer Training	<ul style="list-style-type: none"> <li>• Total 64 courses of total 204 classes</li> <li>• Total 905 registrations for the year</li> </ul>	408
English Literacy Class	<ul style="list-style-type: none"> <li>• 405 classes offered in total</li> <li>• Total 823 registrations for the year</li> </ul>	608
Information & Networking	<ul style="list-style-type: none"> <li>• Average 937 enquiries per month, for 1-on-1 service in terms of walk-in or phone or email</li> </ul>	2,172
Parking Permit	<ul style="list-style-type: none"> <li>• 1,831 parking permits issued</li> </ul>	916
Public Education Series	<ul style="list-style-type: none"> <li>• 48 workshops held on various topics</li> <li>• 471 participants attended workshops</li> </ul>	144
Recreational & Skills Development Activities	<ul style="list-style-type: none"> <li>• 181 activities in total, mostly weekly</li> <li>• 5,091 participants in total</li> </ul>	28,960
Specialized Project	<ul style="list-style-type: none"> <li>• "rcd" Project served 57 participants</li> <li>• EATI served 92 individuals</li> <li>• RDSP held 6 info sessions for 75 participants, and conducted 309 1-on-1 assistance sessions</li> <li>• 74 individuals received free tax filing services</li> </ul>	5,472
Volunteer Contribution	<ul style="list-style-type: none"> <li>• 119 active volunteers (as at Mar. 31, 2013)</li> <li>• Board, Committee &amp; Support Group Meetings</li> <li>• Other seasonal and event volunteers</li> </ul>	10,393
Youth Group & Youth Council	<ul style="list-style-type: none"> <li>• 10-member Youth Council held 11 monthly meetings and 4 special events and 1 members' meeting; total 50 members</li> </ul>	64
<b>TOTAL 27,710 people received 56,617 of Direct Service Hours at RCD in 2013.</b>		