



A New Perspective on Disability

2010 – 2011

ANNUAL REPORT

(Presented at November 15, 2011 AGM)



Richmond Centre for Disability

A message from Vince Miele, Chair of RCD Board of Directors

“Nothing About Us Without Us” is Critical to RCD’s Success

While the last few years have been challenging for all sectors of the economy, the Richmond Centre for Disability (RCD) continues to maintain a strong membership base, sound fiscal health, responsive direct services and an ambitious community agenda.

Thanks to the ongoing support of our members, and the tireless work of our active Board of Directors, staff and volunteers, the RCD is moving into its 27th year of representing and supporting people with disabilities through our Independent Living Program, various projects and core activities.

The Independent Living (IL) Philosophy is truly what the RCD is supporting, practicing and demonstrating, by board, employees, participants and volunteers. It is a good fit with the mandate of the organization, and the most important of all, it has done “magic” with people. We do not know how it happens, but people’s attitudes change and behaviours changed, then different things happening - opportunities, choices, ownership, added value. It is transformation, it is “magic”. It is apparent that because of our belief of IL Philosophy, the works around our centre carry new meaning. We are not delivering a medical model service; we reach out into the community and the world. We are going through the transformation and experiencing the magic. I hope that you are with us.



OUR VISION

The RCD is a participant directed organization committed to enabling all people with disabilities in making informed choices, creating opportunities, meeting their goals and reaching full potential

OUR MISSION

To empower people with disabilities to participate in the community to the level of their desire and abilities by providing information, resources, support and by increasing community awareness and accessibility

Foreword by Ella Huang, RCD Executive Director

“We believe in our role and responsibility to provide quality support, services and resources to people with disabilities.”



This Annual Report is an opportunity for us to summarize our many successes over the past year; it captures progress toward our goals in the areas of organizational capacity building, service delivery and resource development which were identified in our 2010 Strategic Plan.

Social service is facing critical challenges in the decade ahead. The growing disparity of wealth, high unemployment rate and increased poverty in our community is putting new pressures on the social service system and represents one of the most significant threats to Canada’s fiscal sustainability.

In response to these challenges, the RCD has undertaken several initiatives in developing a broader array of funding resources and programming directives. The launch of a new federally funded Employment Project “resources for career development”, coupled with other new activities such as Life Skills Training and After School Connection, marked the beginning of a successful quest for coveted services, diverse funding and community leadership. Consequently, the RCD has achieved heightened visibility, increased people assets, meaningful services and more effective fundraising endeavours.

We pride ourselves on making sure the services RCD offers are of real benefit to our members. To achieve this we are committed to an ongoing cycle of communication, planning, action and review. Over the past year we have taken steps to enhance these services even more.

The RCD is aware of current challenges and determined to find our niche in bridging the gap. Now more than ever, we need your support and involvement so that vital service can be sustained, appreciated and celebrated. With your ongoing support and dedication, we will achieve our goals together.

Organizational Profile at a Glance (Oct 31, 2011)

- Total 780 general members
- Chinese Support Group: 222 members
- RCD Youth Group: 40 members
- 108 active volunteers
- Total 9,714 volunteer hours (2010-2011)
- 19 full-time and part-time employees

2011 Annual Fundraiser Western Roundup

- Over 180 guests attended the Gala on October 15
- The theme of Western Roundup received great review
- The event enjoyed a lot of community support including sponsorship, donation and participation

5th International Wheelchair Curling Bonspiel

- Total 8 teams of over 40 athletes joined the event
- 4 days of keen competitions from November 2 to 5
- Gold Medal: Canada 1
- Silver Medal: Cancade Manitoba
- Bronze Medal: Quebec

2011 Facts & Figures (Nov 2010 - Oct 2011)

- 3,266 newsletters sent
- Over 92,000 average monthly page hits on RCD website
- 54 media exposures
- Participated in 40 community engagements
- Over 18,000 people accessed services
- Issued 1,593 Accessible Parking Permits
- Over 5,000 average monthly page hits on Access Richmond website
- Offered 15 different recreational activities
- Delivered 210 English classes and 268 Computer classes
- Launched an Employment project

RCD Services & Activities (Nov 2010 - Oct 2011)

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 4,978 disability-related general enquiries and contacts
- Provided 2,217 clients hours of services
- Delivered a Public Education Series to promote accessibility and understanding of disability issues

Skills Development

- Offered a brand new Life Skills Training curriculum
- Provided “Music in Motion” in a small group setting
- Delivered 14 Disability Awareness & Sensitivity Training to over 50 participants
- Delivered 3 Volunteer Training sessions

Peer Support & Recreation

- Facilitated 66 Peer Support group meetings
- Implemented on average 12 recreational activities every week with participation of close to 200 individuals
- Some fee-for-service activities generated revenue

Community Development

- Took leadership to work with City of Richmond on Social Planning Strategy
- Formed partnerships with like-minded organizations
- Represented people with disabilities on 8 councils, committees and task groups

RCD Centre Projects (Nov 2010 - Oct 2011)

Computer Access Point (CAP)

- 3,999 users visited the CAP
- A total of 6,184 user hours
- Provided technology assistance to 308 users

CAP Youth Internship

- 6 youth interns are hired with Industry Canada funding

Children Summer Camp

- 32 children and youth, between 6 and 18, joined the 5-week summer camp in July and August
- 9 camp staff and 26 volunteers were recruited
- Volunteers contributed in total 1,207 volunteer hours

Community Engagement

- Formed partnership with Rick Hansen Foundation's Global Accessibility Map Project
- Celebrated Community Living Week in October with CLBC & MCFD
- Hosted All Candidates Meeting for Civic Election
- Provided Income Tax Filing Services to 68 people with disabilities and their families

RDSP Outreach Project

- Hosted 22 info sessions to 206 attendees
- provided 923 one-on-one assistance to people on RDSP related issues

RDSP Volunteer Management

- Revamped RCD's volunteer screening strategy
- Established a 10-step Volunteer Screening Policy and Risk Management tools

Youth Engagement Project

- Hosted 16 Youth Council meetings
- Organized 4 activities for members and 2 fundraising initiatives

RCD On-boarding Process

- Custom-designed an On-boarding Process to orientate new employees effectively

Resources for Career Development Project

- Approved for a 3-year Contribution Agreement with HRSDC of the Federal Government in May 2011
- Registered 22 participants working toward gainful employment
- Held 102 meetings with participants
- Hosted two Employment Peer Circle sessions to build capacity and share resources
- Liaised with employers for inclusive employment

Report Card for 2010-2011 Strategic Priorities

Goal	Objective	Result
Resource Development	• To elevate visibility	✓
	• To increase membership	✓
	• To improve fundraising effectiveness	✓
Human Resources & Stable Workforce	• To attract & retain qualified staff	✓
	• To build mission driven staff team	✓
	• To improve career path	✓
	• To strengthen staff capacity	✓
Service Delivery	• To provide employment support	✓
	• To offer meaningful services & activities	✓
	• To improve public education & family support	✓
	• To build service delivery capacity	✓

Summary of Revenues & Expenditures

REVENUES	
Administered Fund	\$14,349
BC Gaming	\$56,687
City of Richmond	\$161,223
Deferred Contribution from 2010	\$11,518
Donations & Other Contributions	\$154,890
Fee for Service	\$70,740
Government of Canada	\$61,238
IL Canada	\$82,271
Allocated to Deferred Revenue	(\$2,500)
TOTAL REVENUES	\$541,071

EXPENDITURES	
Administration & Operation Cost	\$94,775
Bonspiel	\$7,283
Fundraising Expenditures	\$25,771
Program Cost	\$45,304
Respite Subsidies & Scholarship	\$14,339
Salary	\$360,199
TOTAL EXPENDITURES	\$547,671

2010-2011 RCD Board

Chair: Vince Miele Vice Chair: Tom Parker

Secretary & Founding Member: Frances Clark Recording Secretary: Angela Gauld

Treasurer: Hugo Chan (Passed Away)

Members at Large: Alvin Ip, Brandy Cook, Romi Fung

City Council Liaison: Councilor Bill McNulty

City Staff Liaison: Alan Hill