



DEFINING THE FUTURE

The Magic of Lives



RICHMOND CENTRE FOR DISABILITY

Promoting a New Perspective on Disability

Annual Report 2015

Presented at the 2015 Annual General Meeting on November 10, 2015

RCD Board of Directors 2014-2015

Board Executives:

Abu Hafizullah (Treasurer)
Angela Gauld (Recording Secretary)
Frances Clark (Secretary – deceased April 2015)
Tom Parker (Vice Chair)
Vince Miele (Chair)

Officers at Large:

Eliana Chia
Jasmine Mann
Michael Sirota
Sarah Ho
Shirley Liang

In Memory of RCD Founder

Frances Clark

Mar 18, 1935 - Apr 23, 2015

*In recognition of her
invaluable insights and
unmatched dedication
in serving the disability community
Thereby significantly contributed to the
successful establishment of the RCD*



DEFINING THE FUTURE

If we can describe the past year at the Richmond Centre for Disability (RCD) in one all-encompassing phrase, we suggest three words, “Defining our Future”. It has been a very busy year for all of us here as we celebrated the 30th Anniversary of the RCD. Meanwhile, we focused our thought and efforts on evolving our member services and governance structure, in response to a dynamic and ever-changing environment. This is a perfect reflection of RCD Founder Frances Clark’s words. She always said, “If we don’t know where we’re going, we don’t know where we will be; it’s important to remember our past, as well as our future.” At the centre of this journey lies the question - what do we need to do now to envision a brighter future for the RCD?

In the past year we embraced an intensive process of collaboration among board, staff, members, participants and volunteers to promote hope, inclusion, voice, dignity and empowerment. Board and Staff formulated a Strategic Plan and designed a number of directives such as the Financial Sustainability Plan, and action plans such as RCD’s 5-Year Road Map. This marked the beginning of many support and services improvement to be advanced, all with a focus on fostering the mission of the organization.

One constant commitment since RCD’s inception in 1985 is our commitment to Independent Living (IL) principles. Three decades ago, a group of caring citizens pioneered these principles, which recognize that people with disabilities have equal right to participate in the community to the fullest extent of their ability and to improve their quality of life by working for “Inclusion, Independence & Empowerment”. We are pleased to see that IL marks its impact as a number of service delivery models such as the Participation Model and People-Centred Approach are being brought to the forefront.

We are also excited to celebrate our 30th Anniversary, with the key theme “Getting Involved”. This formed our new objective that RCD will move forward, with strengthened confidence and better understanding of our goals and strategies for the future.

So we look to “Defining our Future” with confidence and in solidarity with our membership, knowing that the changes before us have been designed to reflect better practices, and above all, evidence that it does work.



Vince Miele, RCD Board Chair



Ella Huang, Executive Director



STRATEGIC PRIORITIES UPDATES

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.

Governance Focus – The Board strengthened its capacity and commitment to diversity, inclusiveness and equality through both policy development and community outreach. The RCD Board conducted retreat, meetings with government officials to bring visibility to disability issues, and training of new members’ participation at the governance level.

Operational Focus – The RCD is in ‘learning mode’ for the new and growing expectations for performance measurement and outcome evaluation. We continue to develop both our understanding and our technical capacities for collecting, analyzing, interpreting and reporting on data. Two milestones were reached this past year including the introduction of on-line event registration and e-newsletters to stakeholders.

Services – RCD services imply a strong sense of community and belonging which we always strive to foster. Over the past year, we have been very active in building new activities to achieve broad choices and inclusion, to ensure our service delivery is targeted to participants who can benefit the most and to build a platform that will allow us to be dynamic within an ever-changing environment.

Membership – Expanding RCD membership is a key initiative for the succession planning that has been prioritized in our strategic plan. We revamped the membership structure and introduced a new category of Life Membership, as well as brought new lights to the membership benefits.

Supporting Our Staff – Change is becoming an increasingly common theme in our day-to-day work lives at the RCD. Supporting our staff to respond and manage change effectively while promoting self-care is fundamental to maintaining our quality of services and in creating new opportunities for our future. We have embarked on building our management capacity to handle change by using a strength-based, mentoring approach.



SERVICES & ACTIVITIES:

KNOW WHERE WE ARE; KNOW WHERE WE'LL GO

Organizational Profile at a Glance

(As at Oct. 31, 2015)

- Total 1495 general members
- Chinese Support Group: 322 members
- 9 Board members
- RCD Youth Council: 9 members
- 2015 Bonspiel Committee: 9 members
- 102 active volunteers
- Total 11,739 volunteer hours (2014-2015)
- 18 full-time and part-time employees

Independent Living Program

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

Other Services

- Flu Shot Clinic – Nov. 6, 2014
- Free Income Tax Filing – 6 sessions. March & April 2014

Specialized Projects

- Children Summer Camp – Jul 6 to Aug 14, 2015
- Computer Access & Support Site
- *resources for career development* Project
- Job Skills Club Training – 3 terms
- Youth Internship Training
- Richmond VisitAbility Task Force Coordination

2014-2015 Activity Summaries

- Over the past year distributed 8,490 newsletters
- Over 152,000 average monthly page hits on RCD website
- 73 media exposures
- Participated in 76 community engagements
- Close to 20,000 head-participation in centre-based activities
- Issued 2,104 Accessible Parking Permits
- 9,378 average monthly page hits on Access Richmond website
- Offered 20 different recreational activities
- Delivered 216 English classes and 246 Computer classes
- Face Book generated 597 Likes of the RCD page with average 5 new likes each week
- Twitter has 419 followers & posted close to 1,200 tweets, average 4 tweets a week
- In total RCD provided 60,078 Service Hours for direct services
- In total 30,826 people received services and/or were involved with the RCD in some way

Annual Events

- 8th Annual International Wheelchair Curling Bonspiel – Nov. 19 to 23, 2014
- UN Day Celebration – Dec. 3, 2014
- RCD 2015 Fundraising Gala – Oct. 3, 2015

30th Anniversary Celebratory Events

- Anniversary Kick Off Ceremony & Volunteer Appreciation Dinner – Apr. 22, 2015
- Invisible Illness Awareness Forum – May 9, 2015
- Richmond Doors Open – Jun. 6-7, 2015
- Summer Events – Children Arts Day, 2 Community Hot Dog Days in July 2015
- Technology Fair – Aug. 15, 2015
- Employers' Meet & Greet – Sept. 21, 2015



SERVICES & ACTIVITIES:

WORKING TOGETHER TO BUILD A BETTER FUTURE

Information & Networking

To fulfill the mission statement of the organization, the RCD focuses heavily on community engagement and publicity, as well as conducting activities to empower people with disabilities to achieve their own independence. The fact that we are cross disability carries a major significance in the community because our goal is to fill service gaps, and not to duplicate existing services. We are able to adopt new trends and adapt to new changes in a timely fashion; it has proven many times that such flexibility contributes to the success of the organization and benefits our participants and the community at large.

Skills Development

The RCD offers a wide range of skills development opportunities to empower participants in leading a more independent life based on their diverse ability. We strive to respond to emerging needs of people with disabilities, by taking strategic responses to community needs and issues identified through our members, community leaders, government initiatives and disability organizations. Our goal is to be truly community-based and people-directed.

Recreation & Social Engagement

The RCD offers activities specifically designed to improve opportunities for socialization and enhance the development of social skills for people with disabilities. Most activities are offered on a weekly basis; overall average weekly attendance in various recreational activities is around 220 participants.

Specialized Projects

- Accessible Parking Permit & People with Disabilities (PWD) Decal
- Access Richmond Website & Accessibility Surveys
- Computer Access & Support Site (CASS)
- Children Activities
- Income Tax Filing Service
- Flu Shot Clinic
- *resources for career development* Employment Project
- Respite Subsidy Administration
- Volunteer Engagement
- Youth Internship Project



30 Years Serving the Community: DEFINING THE FUTURE WITH THE MAGIC OF LIVES

An anniversary is more than a date to celebrate. It is a rare opportunity to use an organization's success, and the values and strengths underlying that success, to connect to the future.

In planning for a year-long celebration for our 30th anniversary, we discovered a common theme that is shared by all who support the RCD – the Magic of Lives. This understanding helps to strengthen confidence in the organization, and gives context to our goals and strategies for the future. Indeed an anniversary should be positioned as a celebration of the future.

FOUNDING VALUES

- Aligning with Organization Mission
- Connecting with Target Audiences
- Communicating Key Messages

The one Key Message we have embarked on is “**GET INVOLVED WITH THE RCD**”; we specifically designed events and invited volunteers, children, families, donors, businesses to join in our celebrations, thereby to guide us moving forward to build a better future together. We encouraged everyone to broaden our scope of thinking; **THINK** access, improvement, technology, invisible disability and more.

The Richmond Centre for Disability (RCD) is a not-for-profit, disability-led, community-based and cross-disability organization. For over 30 years we have been supporting people with disabilities to fulfill their potential and live the lives they choose.

Let the Magic of Lives be the Life-Changing Magic in your Life.

1985

30 years ago a group of dedicated people shared a vision



They wanted a new kind of community where diversity was celebrated, accessibility was the norm, and people with disabilities were respected for their decisions & choices !



In 2000, an inspiration came to them ... to offer services that met people where they were

Where people are the magic of lives



2015

