The Richmond Centre for Disability (RCD) is participant-directed, disability-led and community-based agency that provides direct service to the entire community on disability issues. It works to support persons with disabilities for self-advocacy and empowerment by:

- Designing and facilitating empowerment process
- Building capacity for staff, volunteers and participants to engage with community
- Managing an array of services through an Independent Living lens

TOTAL 25,922 people received services at RCD from April 2015 to March 2016

Services breakdown by area:

- Skills Development 38%
- Specialized Projects & Events 23%
- Information & Networking 18%
- Volunteer Training & Engagement 7%
- Peer Support Groups 5%
- Community Engagement 5%
- Parking Permits Program 4%

Head Count Increases:

- 1,575 General Members
- Chinese Support Group 338 Members
- 11 Board Members
- 133 Active Volunteers

11,577 volunteer hours contributed
RICHMOND CENTRE FOR DISABILITY AT WORK – ACTIVITY SUMMARY

- Distribute 6,456 newsletters, total 10 editions of publications
- Over 175,000 average monthly page hits on RCD website
- Present in 31 community events, 6 public speaking & 41 community meetings
- Over 20,000 head-participation in centre-based activities
- Issued 2,195 Accessible Parking Permits
- Offered 30 different recreational activities
- Delivered 156 English Classes and 169 Computer Classes
- 9,091 average monthly page hits on Access Richmond website
- Twitter has 539 followers & posted 1,855 tweets, average 5 tweets a week
- Face Book generated 747 Likes of the RCD page with average 10 new likes each week
## Participants

- 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.

## RCD

- 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.

## Goals

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| Increase Service Utilization | To increase number of participants, service hours and fulfil participants’ needs | ◆ 6% Increase in number  
◆ Maintained similar service hours as previous year  
◆ 2 new services designed and offered |
| Enhance Participant Value | To provide opportunities and support in community participation and to enhance self-determination and empowerment | ◆ SIL Project to support community participant and employment |
| Improve Funding Structure | To increase project funding and fee-for-service revenue                     | ◆ Corporate Sponsorship  
◆ Multi-year Sponsorship  
◆ New Community Partnership |
| Expand Fundraising Opportunities | To increase donation and donor base; and to improve marketing outcomes     | ◆ Overall revenue increased by 20%  
◆ A contingency fund established |
2016 Canadian Open Wheelchair Curling Bonspiel

Bus Pass Rally

Ambassador Training

Sensitivity Training for Taxi Drivers

Access Awareness Month

Invisible Disability Awareness Forum
RICHMOND CENTRE FOR DISABILITY
EVENTS & COMMUNITY ENGAGEMENT

2016 Fundraising Gala – Eastern Mystic

Gaming Cheque Presentation

Visit from Chinese Delegation

Annual Community Hot Dog Day
RICHMOND CENTRE FOR DISABILITY PROJECTS & OTHER SERVICES

Free Income Tax Filing: 6 sessions, 146 people accessed the service

Children Summer Camp: 6 weeks, registered 32 children with special needs

Youth Internship Training: hired 4 youth interns for 6 months

Flu Shot Clinic: 43 participants received flu vaccine thru RCD

Employment Support Program & Job Skills Training Club
The RCD will continue to be guided by our 5 strategic priorities:

**Governance Focus**
Build capacity to enrich policy development and community outreach; bring visibility to disability issues

**Operational Focus**
Promote understanding and technical capacities for collecting, analyzing, interpreting and reporting on data

**Services**
Build on a strong sense of community and belonging; ensure services delivery is targeted to participants and be responsive to an ever-changing environment

**Membership**
Basis for succession planning is to expand RCD membership

**Supporting our Staff**
Support to respond and manage change effectively, promote self-care and capacity building by a strength-based, mentoring approach
Board of Directors (2015-2016)

- Vince Miele (Chair)
- Tom Parker (Vice Chair)
- Angela Gauld (Secretary)
- Abu Hafizullah (Treasurer)
- Andrew Hu
- Michael Sirota
- Phillip Do
- Romilda Ang
- Samantha Siu
- Sarah Ho
- Shirley Liang

Our Mission

The mission of RCD is to empower people with disabilities to participate in the community to the level of their desires and abilities by providing information, resources, support and by increasing community awareness and accessibility.

Our Visions

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

We offer an empowering, friendly environment where we work to provide quality services that lead to inclusion for people with disabilities and greater public awareness.

We strive to achieve our mission by being financially sustainable with secured corporate and government funding, revenue generating programs and proactive fundraising efforts.

RCD 2016 Key Message

Now moving beyond its 30 years, the RCD is a resilient organization within an often challenging funding environment. We are participant-focused and committed to empowering our diverse, cross-disability membership. We do this by remaining approachable and responsive to member and stakeholder needs.

Our flexible and resourceful Centre staff work collaboratively with our participants. Thanks to this teamwork, and through our many activities and services, we regularly witness our members’ perseverance in self-determination and growth toward independence.