

# SHAPING OUR FUTURE

2016-17  
Annual Review



# Message from the Chair & Executive Director

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Taking the future in our own hands, we've been making meaningful and lasting impacts within our organization and in communities since 1985.

Last 12 months was another excellent year of learning, sharing and evolving. As we look back at our activities and achievements, we cannot help but acknowledge that we are only successful in our endeavours because we have the support of our members, participants, partners and communities; as well as some careful planning to take the future in our own hands.

There are over 170,000 charitable and nonprofit organizations in Canada, and the Richmond Centre for Disability (RCD) is one of them. Most Canadians have likely engaged with a charity or nonprofit at some point in their lives and many engage with them daily. Two million Canadians are employed and over 13 million people volunteer in the charitable and nonprofit sector. Indeed the charitable and nonprofit sector contributes an average of 8.1% of total Canadian Gross Domestic Products (GDP) – this is a significant economic force.

This past year we gained a deeper understanding of our strengths and the opportunities we can harness; partially from our natural growth cycle, and partially as presented by reality. We have identified our key characteristics: we are dedicated to our work and pragmatic in our approach to working around the obstacles we face in pursuing our missions. For many years the pragmatic approach worked, and we grew

and thrived. In facing the coming 5 to 10 years, however, we anticipate an accelerated change in pace and, with it, the complexity of the challenges we shall face. Present and coming few years will be crucial for the prosperity and growth of the RCD, and perhaps to some extent, our survival.

We are not working in silos. With the community trend that many non-profit organizations are looking at and/or carrying out funding diversification; the RCD will proactively pursue expansion in the breadth and depth of revenue sources beyond government funding. We made great strides forward in focusing on the relocation options; we looked at technology that can enhance our location flexibility and work efficiency; we went over and above of “Making Do” toward “Better Practices” and collectively we defined our priorities, thereby forging new developmental direction, and adapting to a challenging and constrained economic climate. In the past, economic downturns have demonstrated the resilience and innovative capacity of the RCD – and now is no exception.

Our work in exploring open access to community partnership and diversified funding options has brought us into contact with new communities and novel ideas that will continue to shape our evolution in the coming years and our future.



*V. Miele*  
Vince Miele  
Board Chair

When we reflect on how we have changed and evolved, again we must acknowledge that our biggest achievements were because of you – our board, staff, volunteers, participants, donors and supporters. Together we are building healthy, vibrant and inclusive communities.



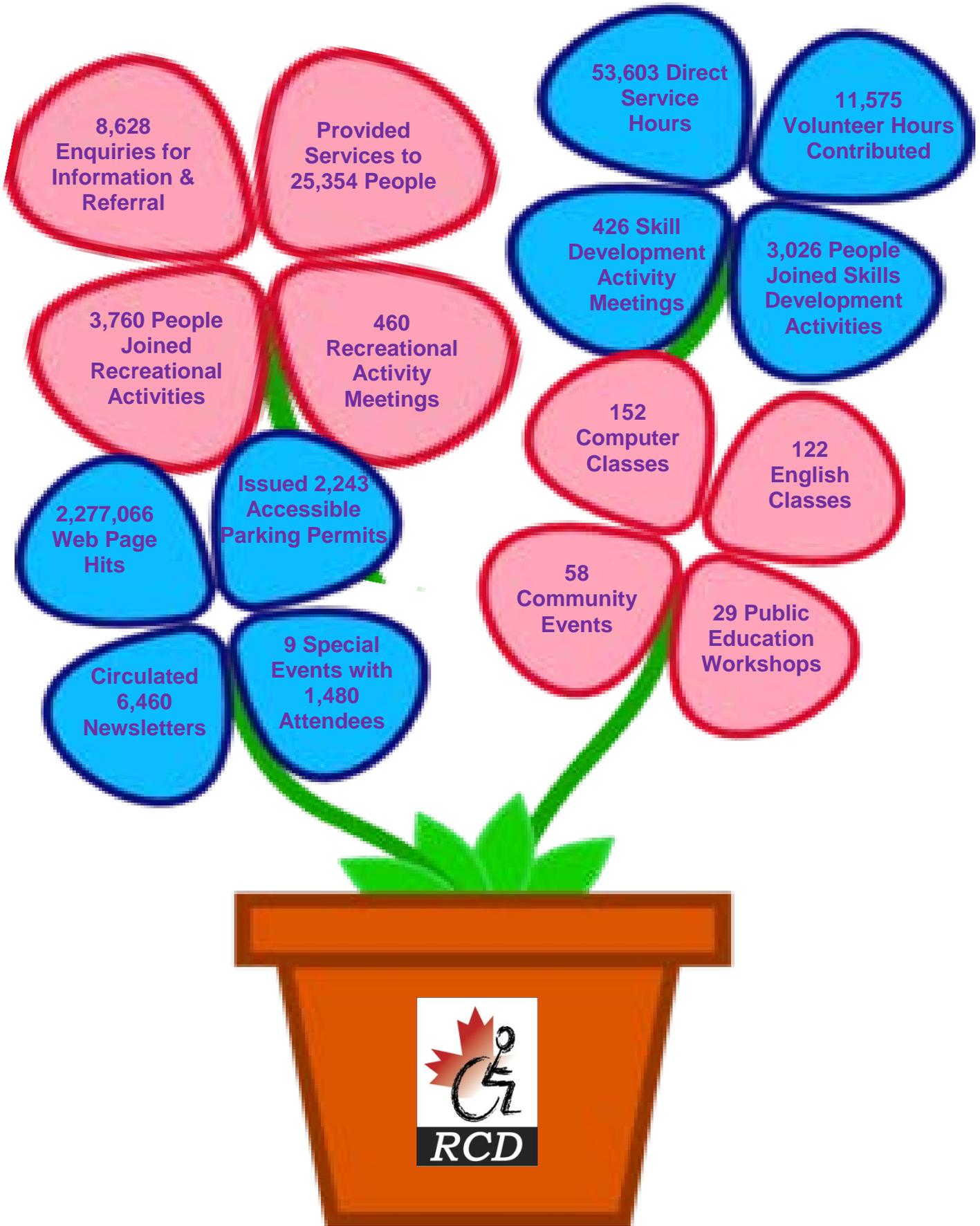
*E. Huang*  
Ella Huang  
Executive Director

## RCD 2016-2017 Key Message

Now moving beyond its 30 years, the Richmond Centre for Disability (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**.



# 2016 – 2017 Highlights

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Taking the future in our own hands, we can make great things happening in our communities to improve accessibility, inclusiveness and diversity.

## Organizational Profile at a Glance (March 31, 2017)

- Total 1,610 registered members and participants
- Chinese Support Group: 345 members
- Filipino Parents Support Group: over 50 members
- RCD Youth Council: 8 members
- 136 active volunteers
- 15 full-time and part-time employees; plus 2 youth interns on contract

## Specialized Activities

- 32 children with disabilities registered in the RCD Summer Camp
- 152 received Income Tax Filing Services through our Community Volunteer Program
- Successful hosted an Annual Fundraising Gala, International Wheelchair Curling Bonspiel, Community Hot Dog Days and Access Awareness Month in June

## Marketing Initiatives

- FaceBook generated 773 Likes of the RCD page; highest weekly reach of over 6,000 people; created highest weekly virility of nearly 650 people talked about one topic posted
- Twitter has over 2,000 tweets, 602 followers and generated over 1,000 Likes
- Announcement of activities and events on various community calendars and public bulletin boards; Instagram was added in 2017

## Community Collaboration

- Joined more than 10 advisory committees, councils and networks to heighten community engagement, increase visibility and at the forefront of emerging trends

## RCD Goals & Priorities

The RCD conducted its Strategic Planning on January 27, 2017, with focus on four cornerstone questions:

- Where do we compete? **(FOCUS)**
- What unique value do we bring? **(COMPETITIVE ADVANTAGES)**
- What resources and capabilities do we utilize? **(PRIORITIZING)**
- How do we sustain our value? **(SUSTAINABILITY)**

# Key Priorities

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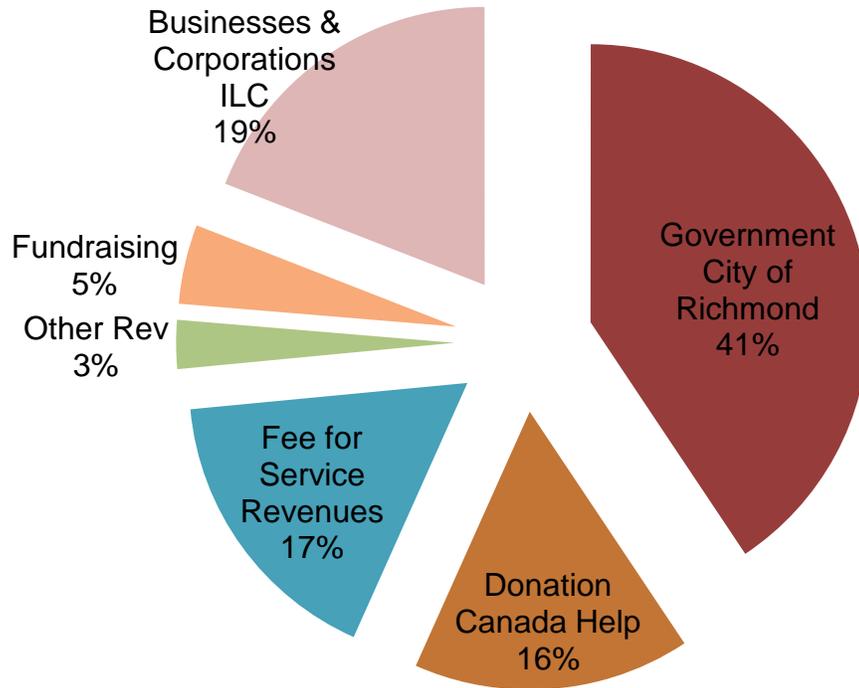
Taking the future in our own hands, we had developed and nurtured the attributes of an abundant not-for-profit organization.

- Abundance** – Think positively about and employ effectively of what we have: talents of people, support of community, demand for services and programming, support of government, convenient location and great leadership.
- Passion** – Rejuvenate RCD's mission and re-focus on the good of the whole organization; everyone rekindles this passion, adding value and meaning to our existence.
- Excellence** – Create opportunities to acquire knowledge and skills to deliver programs for employees and volunteers; a culture of abundance requires excellence, staff and volunteer learnings have been highlighted.
- Learning** – Cultivate the desire to learn; actively share and celebrate new knowledge, processes and techniques, everyone understands that growing is a collective mechanism at the RCD to bring people together, not to divide them.
- Initiative** – Always striving for effectiveness and efficiency in the process, team members are encouraged to take initiative and be creative; more importantly everyone has the opportunity to initiate and is supported to do so.
- Listening** – Active and intentional listening brings teamwork; and heighten awareness of community trends and paradigm shifts. Staff members are encouraged to attend committees, focus groups, and consultations.
- Courage** – Sometimes constructive confrontation is the way to build a strong organization; learning from inadequacy, mistakes and threats; competitions are fierce among the non-profit sector, only resiliency is our impetus to move forward.
- Curiosity** – Seeking more effective avenues, better solutions is always encouraged; an abundance of questions signifies a healthy culture that enhances confident mind, creative thinking and innovation.
- Uniqueness** – The RCD organizational culture appreciates individuality and uniqueness – as part of the Independent Living Philosophy; this is encouraged, supported and celebrated; and this is leading us into the new age.

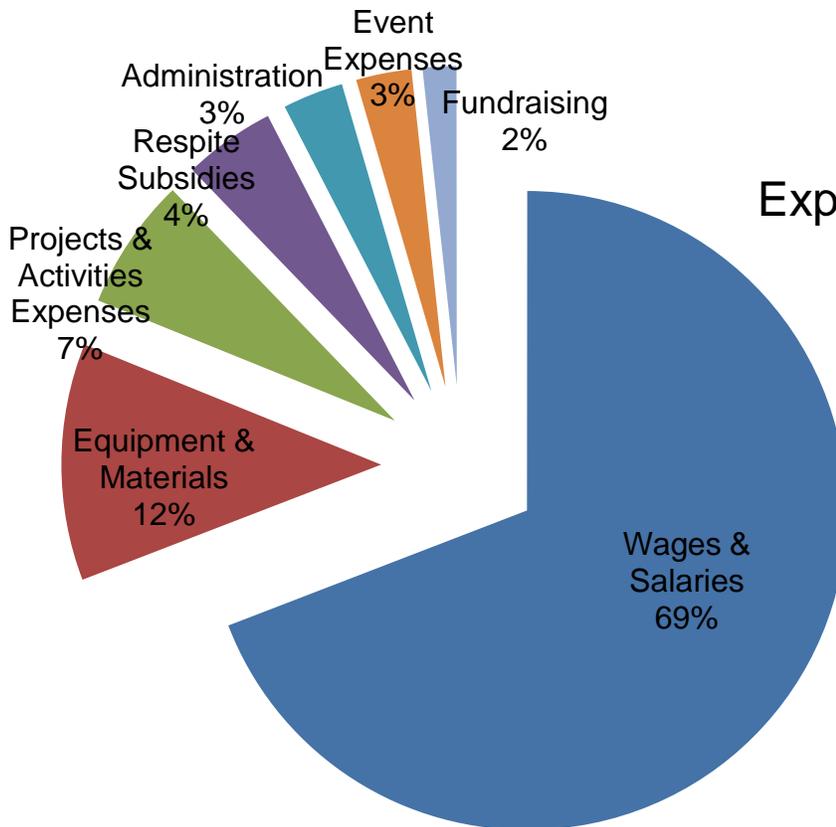
*This section is using the cultural elements of an abundant not-for-profit organization article, based on the resources from Vantage Point's Attributes of an Abundant Not-For-Profit.*

# Financial Summary

## Revenues



## Expenditures



*Information extracted from RCD Audited Financial Report for March 31, 2017. Full version of report is available upon request.*

# About RCD

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## LEADERSHIP

Board of Directors (2016-2017)

Vince Miele	Chair
Tom Parker	Vice Chair
Samantha Siu	Secretary
Shirley Liang	Treasurer
Andrew Hu	Director
Emerald Shih	Director
George Pope	Director
Lesley Smith	Director
Romilda Ang	Director
Sarah Ho	Director

## OUR MISSION

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 VALUE

IL Philosophy – Committed to deliver services to persons with disabilities that reflects dignity, diversity, knowledge, self-determination.

## VISION FOR A NEW RCD

The Richmond Centre for Disability (RCD) is situated at a visible, convenient and accessible location that allows the organization to fulfill its mandates and mission; maintain its value (IL Philosophy) and be financially sustainable.

The RCD is emphasizing return on investment through some pre-defined Value Captured Targets in “Organization, Infrastructure, Service Delivery and Visibility”.

Some key goals are:

- 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.
- 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 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.

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