



# Victoria Disability Resource Centre Annual Report 2022-2023



# Mission

**Promoting a new perspective on disabilities to increase the options for independent living for persons with disabilities and their integration in all aspects of their communities.**

# Mandate

**The essential program components are Information and Referral, Peer Support, Skills Development and Employment, and Research and Development. By providing these four core programs, service users, regardless of their disability, are empowered and enabled to define their own goals, find peer support and develop empowerment skills.**

# Messages from the Chair and the Executive Director

This is my second year as the Chair of the VDRC. It continues to be a learning experience for me. Being able to open to the public with the trials of COVID mostly behind us is good, but the results of COVID continue to keep us diligent.

Our work continues and I believe that we have made significant progress as a cross-disability, grassroots, not-for-profit organization run by and for persons living with disabilities.

When I look over the last year, I see the progress made with our LEAD program (Lived Experience Around Disability). This awareness training continues to grow and includes folks from the school level to seniors, and DIAT (Disability Inclusion and Awareness Training) aimed at employers and employees to have a broader lens of the world, and a greater interest in ensuring the business/organization is as welcoming and as inclusive as possible for people with disabilities as employees, customers and volunteers. We believe this will fit well in the work around the Accessible BC Act mandate.

A special thanks go out to every member of our staff and volunteers for hanging in with us as we go through this very challenging time. Thank you for making it work.

Pat Danforth, Chair

The year started out strong as we had several high school students win a total of \$10,000 that was donated to the VDRC! Through the Youth and Philanthropy Initiative, Felix of Oak Bay High School and Gabriele, Andrea and Sebastian of Reynolds Secondary School chose the VDRC as their charity of choice to present to their classmates. They did such a great job that their classmates chose them to have \$5,000 each to donate to the VDRC. Amazing!

We launched our new quarterly newsletter this Spring, titled “New Perspectives”. You won’t want to miss out on the newsletters, as Chris, in addition to updating readers on all things VDRC-related, has included some of his artistic talent in the form of short comic strips.

In 2022, we partnered with the Victoria Pride Society to provide an accessible viewing area for the Pride Parade and a Live Audio Description of the parade itself. This year we were able to provide the accessible viewing area again but did not have the resources to do the Live Audio Description. So, what did we do? We accessed training and Rowan is now certified to do audio description. Which is great because we have been asked to host an Accessible Viewing Area at both the Santa Parade this November and the Victoria Day Parade next year. Stay tuned for more details!

Wendy Cox, Executive Director

# Core Programs & Guiding Principles

## Core Programs

### 1. Peer Support

Gives individuals the opportunity to reduce isolation, to develop leadership skills, and exercise their rights and responsibilities.

### 2. Skills Development

Promotes leadership, addresses life skills training, strengthens self-esteem and, enables persons with disabilities to experience a more independent lifestyle.

### 3. Information & Referral

Promotes the Independent Living philosophy to service users by providing clear, accurate and up to date information that meets individual needs.

### 4. Research & Development

By working together with individuals, community organizations, governments, schools and businesses, gaps in service can be determined and new options and solutions can be created.

## Guiding Principles

### 1. Be consumer controlled

More than 51% of people directly involved in the organization's management and decision-making are people with disabilities.

### 2. Serve cross disability

Offer programs and services to all persons, regardless of the type and number of their disabilities.

### 3. Be community-based and not-for-profit

People with disabilities can identify issues in their own communities which affect their lives.

### 4. Promote full participation and integration

Supporting people with disabilities and encouraging individuals to participate in all aspects of economic, cultural and social life in Canada.

# Program Impact

## Volunteer Skills Development

"I started this position at a low point in my life when I felt like my physical disability was making me incapable of doing anything, and both the position and the people at the VDRC showed me that this wasn't true. Working there and watching adults with disabilities be successful and happy people without needing to change or hide helped me accept my disability as a part of me and jumpstarted my climb into a happier life."

## Peer Support

"I am writing to tell you of my appreciation of the phone call program. [The calls are] delightful and I so very much look forward to [them]. I spend many hours alone. I have several health challenges. [This program] is my lifeline."

"Just hearing a familiar voice was uplifting. They immediately drew me in with their obvious concern, caring and compassion. They often had me laughing, and the sense of connectedness and positivity I felt was instrumental in diminishing my overall sense of hopelessness and resignation. I look forward to the calls!"

## Information & Referral

"I'm just really grateful to Rowan, and to the funders. I would not have been able to access CPPD without Rowan's knowledgeable and kind help."

"Rowan is easy to talk to! Not judgy lol Just great and so understanding!!! I am great full for all the help!!"

"The agent who called me was amazing. He was patient and knowledgeable and went the extra mile to email me the information."

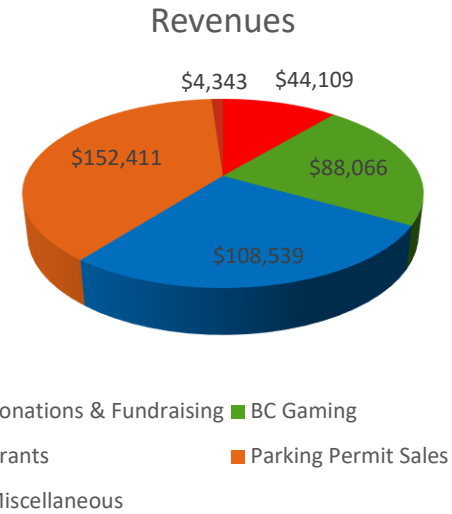
"Please pass this message on to Whomever can support your organization. Without the Disability Resource Centre I would still have to work and suffer daily with coping with Chronic Anxiety and Leg mobility issues. Wendy Brooks assisted me with my application for PWD and because of her, I do not have to suffer at work every day. This charity rescues people's lives!"

# Summary of Revenues & Expenditures

## April 1, 2022 to March 31, 2023

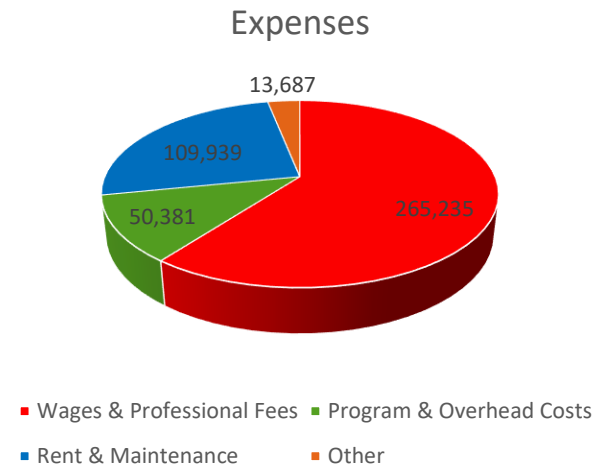
### Revenue

Donations & Fundraising.....	11.16 %	\$44,109
BC Gaming.....	22.16%	\$88,066
Grants.....	27.31%	\$108,539
Parking Permit Sales.....	38.35%	\$152,411
Miscellaneous.....	1.09%	\$4,343
<b>Total Revenues</b>		<b>\$397,468</b>



### Expenses

Wages & Professional Fees.....	60.38%	\$265,235
Program & Overhead Costs.....	11.47%	\$50,381
Rent & Maintenance.....	25.03%	\$109,939
Other.....	3.12%	\$13,687
<b>Total Expenditures</b>		<b>\$439,242</b>



**441**  
Provincial  
Disability  
Benefits  
(PWD)  
Application

Served  
**12,225**  
People

Volunteers  
Contributed  
**3,558**  
Hours



**STATISTICS**

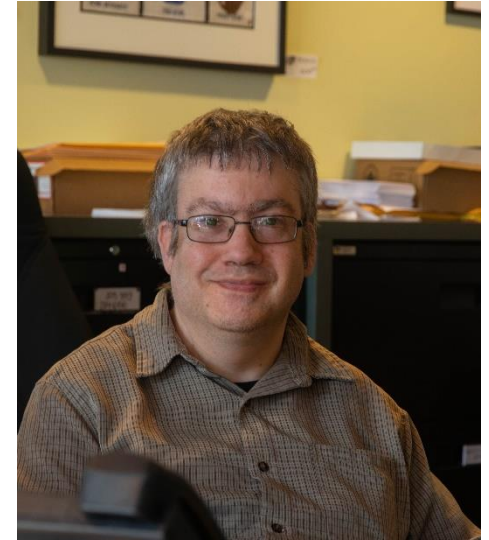
Responded to  
**7,181**  
Inquiries

Delivered  
LEAD to  
**1,727**  
youths in  
schools

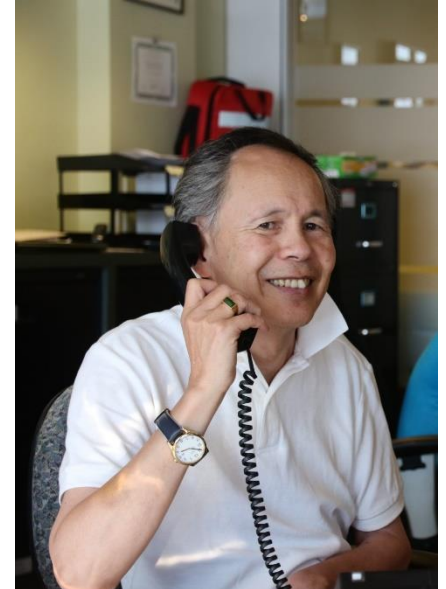
**489**  
Canada  
Pension Plan  
Disability  
Applications

## Volunteers

There are a couple things I would like to say about and to the volunteers. I want to thank everyone for all the time and effort you put into the Victoria Disability Resource Centre. We truly could not do what we do without you. I had the personal experience at the beginning of COVID of trying to run things without you and I can safely say I never want to do that again.



I have a high amount of gratitude for a number of different reasons. The most important to me is that I am able to have a constant reminder of the warmth, generosity and value of each of you as individuals. You all have unique stories with unique life experiences and we as a whole benefit from the diverseness that you bring to the table.



Our volunteer program is growing. Both in number of volunteers and in the strength of each of you as individuals. I am excited to see how we will continue to grow together.

Nicole Hogenson, Volunteer Coordinator



## Staff

**Christopher Wooding**, Volunteer  
Coordinator

**Erin Davis**, LEAD Coordinator

**Heather Nelson**, Parking Permit  
Coordinator

**Kevin Munn**, Peer Support Coordinator

**Nicole Hogenson**, Administrative Assistant

**Rowan Yates**, Information & Referral  
Coordinator

**Wendy Brooks**, Information & Referral  
Coordinator

**Wendy Cox**, Executive Director

## Board of Directors

The Victoria Disability Resource Centre (VDRC) is governed by a board of directors. The board is made up of both persons with and without disabilities. They are residents of British Columbia and do not receive remuneration. The board's responsibilities include overseeing the programs and services offered by the organization and ensuring the vision of the VDRC is being properly conveyed to the community.

**Pat Danforth**, Chair

**Jeremy Scott**, Vice-Chair

**Melanie Gold**, Treasurer

**Doug Copley**, Secretary

**Kim Donaldson**, Director at Large

**David Hosking**, Director at Large

**Lynn Mullally**, Director at Large

# Thanks to our Supporters



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Southern  
Vancouver Island



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Victoria Disability Resource Centre



Spinal Cord Injury BC



Open Mondays - Thursdays

9:00 am to 4:00 pm

Fridays

9:00 am to 2:00 pm