



Victoria Disability Resource Centre Annual Report 2021-2022



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

It has been a little over a year since our last AGM and my new role as Chair. It has been a learning experience for me especially with the trials of COVID. The VDRC has continued to weather this storm and looks forward to a calmer 2022-2023. Our work has transitioned from staff working from home to opening for our parking placard program and appointments at the office. We have brought back and supported our volunteers and have demonstrated what teamwork looks like. We still rely on Zoom for some of the core work. The board, made up of more than 51% of people with disabilities, continue to meet by Zoom monthly but we are getting anxious to meet in person soon! 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. Thanks as well to Wendy Cox, our Executive Director, for her leadership in all areas.

Pat Danforth, Chair

The 2021-2022 fiscal year saw many changes in service delivery as COVID-19 health restrictions shifted and slowly lifted. Thankfully, the VDRC has amazing staff and volunteers who remained calm and flexible, allowing the centre to remain operational. During this time, a new program was born, Peer Outreach, where we reached out to people to check-in and see how they were faring through these unprecedented times. We were able to connect with more than 2,000 persons living with disabilities and provided peer support and a variety of resources. Also introduced was the Disability Inclusion & Awareness program that was developed by, and is delivered by, persons with lived experience. The goal is to educate employees, and their employers, who work in the customer service industry to become more inclusive in the delivery of their services and in their physical space. We are excited to see what the 2022-2023 year brings!

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 got really good training for re-entering the work force here at the VDRC. At the VDRC, there are very specific tasks to do, you complete transactions, handle money, deal with customers—all really useful experience to prepare you for a real job. When you’ve been absent from the work force for a long time due to an injury, just the idea of going out to look for work is daunting. Job opportunities can come up, but you have to be ready for them. Volunteering at the VDRC was for me a safe place to get in gear again.”

- Marie-Lou

Information & Referral



“I had been dreading looking for a counsellor for myself. The Victoria Disability Resource Centre's knowledgeable staff understood, and provided me with a print-out of their list of low-cost counselors. They also directed me to this list on the VDRC website, where all of the listings had internet links so that I could go to each agency's website and check them out. This allowed me to find the right agency for me that very same day. Thank you, VDRC, for knowing that true support is helping people help themselves.”

- Karen

Program Highlights

Disability Inclusion & Awareness

This workshop is delivered to employees who work in the customer service industry. Employees, and their employers, learn how to best serve their customers with disabilities. This workshop includes information on the differences between visible and invisible disabilities, what inclusive language is, and what unconscious biases are. As well, each business is provided with low-cost and low-tech tips on how to increase accessibility and inclusion at their business.

“Everyone needs to attend this workshop. Learning how to offer support to folks with disabilities without your biases and judgements coming into play, is an essential skill for anyone aspiring to be an ally.” Participant

“[The] presentation was informative, inclusive and safe. As an individual who can feel uneasy talking about disability, I felt secure in asking questions without judgement.” Participant

“[The presenter] brought a ton of passion and firsthand experience to this helpful presentation. I definitely was engaged throughout and learned a lot along with my team.” Participant

Lived Experience Around Disability

LEAD delivers innovative presentations about what it is like to live with a disability to students (K-12) in Victoria by persons with lived experience. We work in partnership with students with disabilities at each school, giving the students an opportunity to anonymously or personally share what they have experienced at the school in terms of social and environmental barriers.

Delivering LEAD to the community, particularly to youth, will help decrease misconceptions and stereotypes around persons with disabilities in the community. This has the potential to lead to a more inclusive environment, where persons with disabilities could become better recognized as fully integrated citizens.

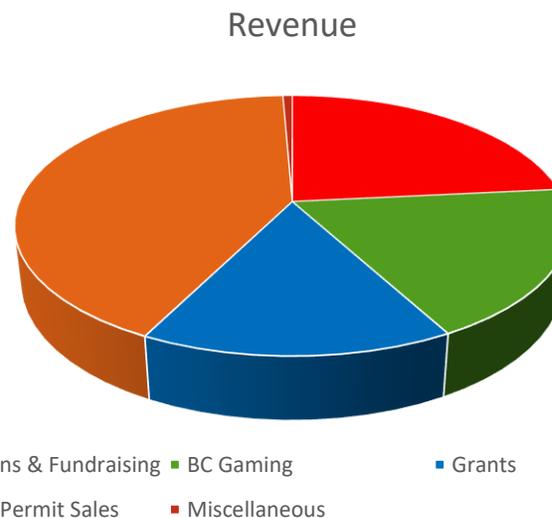
“As an educator of 15 years, I have seen many presentations and this one has been the most interesting and inspiring program for myself and for my students. This program plays a crucial role in helping children and adults harness empathy, which in turn, helps to manage complex, cooperative situations. These are crucial skills children need because it motivates them to act positively on behalf of others.” Sunny, Vice-Principal at McKenzie Elementary School

Summary of Revenues & Expenditures

April 1, 2021 to March 31, 2022

Revenue

Donations & Fundraising.....	23.42%	\$92,462
BC Gaming.....	18.64%	\$73,588
Grants.....	15.37%	\$60,642
Parking Permit Sales.....	41.92%	\$165,471
Miscellaneous.....	0.65%	\$2,569
Total Revenues		\$394,732



Expenses

Wages & Professional Fees.....	54.66%	\$218,688
Overhead Costs.....	6.85%	\$27,395
Rent & Maintenance.....	27.84%	\$111,421
Program Costs.....	10.65%	\$42,600
Total Expenditures		\$400,104



Served

9,496

People

Volunteers
Contributed

6,250

Hours

3,996

People
Received
Peer Support



Responded to

6,698

Inquiries

STATISTICS

Delivered
LEAD to

425

youths in
schools

Hosted

60

Peer Support
Groups

“So many amazing people to help you here. If you're having trouble filling out your disability application or need advice with anything related to the disabled community, these are your guys!”

“Incredible community resource. From their staff to their information pool to their passion and dedication to serving the community and improving sociopolitical structure, this is worthwhile and valuable group. Highly recommend.”

“Thoroughly excellent organization. Vital link for those who have difficulty in making their voice heard. The Center provided me with the help I needed to work through the government bureaucracy surrounding the application of forms required to claim for the PWD = persons with disabilities benefits.”

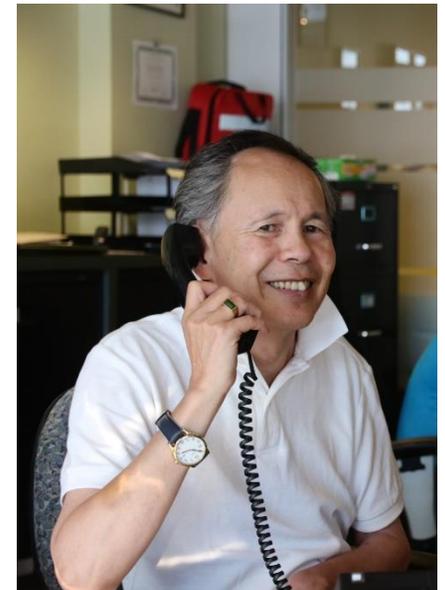
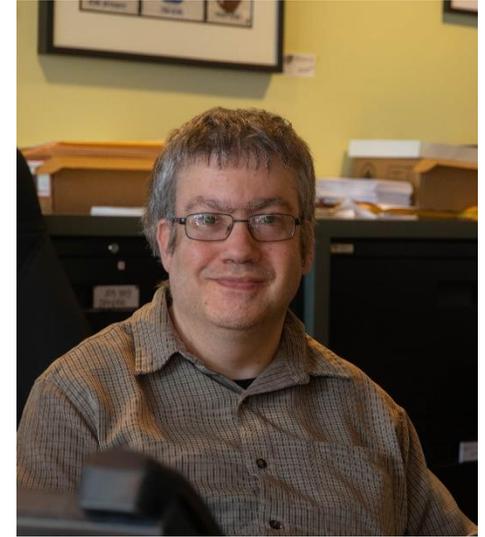
“Very friendly staff! Everyone that I spoke to was more than willing to help me find solutions to any inquires that I presented to them. Overall a very positive experience every time I interacted with them. I would not hesitate to reach out for future guidance.”

“Very knowledgeable and help staff. They were fast and efficient, we were seeking help for the first time. Would not hesitate to recommend and visit again for other issues. Great to know you can go here for help and support. Thanks.”

Google Web Reviews

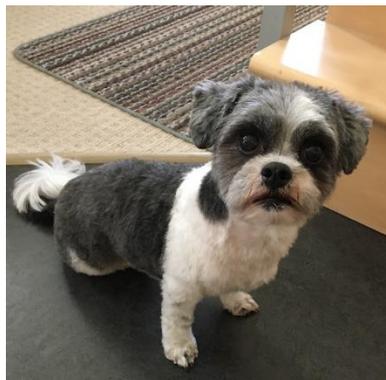
Volunteers

The volunteers of the VDRC have long been the heart and soul of our organization. By donating their time towards completing such tasks as answering the office phone or processing an accessible parking placard, they are enabling us to successfully provide our services to the persons with disabilities community. Every one of them plays a vital role in our overall operations and, quite frankly, the VDRC would not be the place it is today without them. We have been very blessed to have some truly special people volunteer with us over the years, with many going on to play larger roles as staff. To all the volunteers past and present, thank you so much for all that you have done for our organization and the persons with disabilities community. Your importance to us cannot be overstated, you are what makes the VDRC special.



Staff

Wendy Cox, Executive Director
Nicole Hogenson, Administrative Assistant
Heather Nelson, Parking Permit Coordinator
Wendy Brooks, Information & Referral Coordinator
Rowan Yates, Information & Referral Coordinator
Christopher Wooding, Volunteer Coordinator
Gina Huylenbroeck, Disability Awareness Educator
Kevin Munn, Peer Support Coordinator
Jasper & Susie, Furry Office Snugglers



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
Lynn Mullally, Vice-Chair
David Hosking, Treasurer
Jeremy Scott, Secretary
Kim Donaldson, Director at Large
Doug Copley, Director at Large
Melanie Gold, Director at Large

Thanks to our Supporters

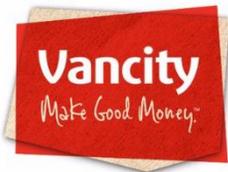


 FORT PROPERTIES LTD.



817A Fort Street
Victoria, BC V8W 1H6
P: 250-595-0044
F: 250-595-1512

reception@drcvictoria.com
www.drcvictoria.com



 <https://www.facebook.com/drcvictoriabc/>



 @DRCVictoria

 @drcvictoria



 Victoria Disability Resource Centre



Open Monday - Thursday
9:00 am to 4:00 pm
Fridays
9:00 am to 2:00 pm