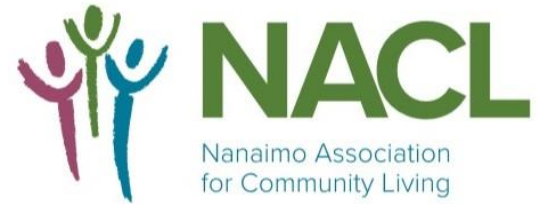


president's/executive director's report 2022

By: Daniel (Dan) Johnston, President and
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Reflecting on the Year...

It is difficult to imagine that we have gone through our third year either dealing directly with COVID-19 or its aftermath. There is no doubt that there have been significant negative impacts on us that set us back in many of our aspirational goals but simultaneously has made us stronger, more resilient, and effectively a better agency.

As we reflect on this past year, it is helpful to look at our Strategic Plan and its focus on evolving services to a place where we are more self-sufficient and less dependent on external forces such as labour shortages, inflationary pressures, and the impacts of climate change, to name a few. These factors have come to a head over the last year, with a lack of staff forcing us to look hard at more efficient ways of providing service while at the same time improving those services. Inflationary and supply chain issues which have brought us to the conclusion that we must be more self-sustaining in regard to food security and energy consumption.

The following outlines updates on specific initiatives over the past year from our Strategic Plan.

Updates on Strategic Plan Initiatives...

1. Housing

GOAL:	To provide safe, nurturing, and dignified housing for the people we support.
DESCRIPTION:	Every person NACL supports has housing if they want/need it, but not every person is in a home they want to be in. These measures track the number of people NACL supports who are happy in their current living situation and, also, the safety of housing at NACL overall.

NACL is currently reviewing the status of all folks living in staffed residential services to ascertain appropriateness, as this an area where staff shortages are very acute. It is our belief that many of the individuals in our group homes do not require this level of care; and while staffing challenges have created more urgency in completing this review, it is a path we had already planned to take to ensure we're providing those we serve with the best care possible in housing that works best for them. Utilizing less labour-intensive models of support such as Home Share or supported apartment living where appropriate may in fact better suit the needs and wants of those we serve, will alleviate the enormous strain on our staff, plus create a more sustainable model moving forward.

2. Employment and Contribution

GOAL:	To create opportunities for employment for the people we support. To also facilitate opportunities for community volunteering as and when desired.
DESCRIPTION:	The Board is keen to track the number of people with diversabilities who are employed, but also the number who aren't yet employed. They also want to track the number of people who are in secure employment (known as the maintenance phase) and the number of NACL employer partners.

Employment is key for increasing independence, expanding social networks, and of course having cash in your pockets. This current labour shortage is a prime opportunity for the people we support to get real work for real pay. As service models evolve to allow for greater independence, we will increase resources to support more job seekers.



3. Genuine Connection

GOAL:	To support people with diversabilities in their pursuit of meaningful social connections and natural relationships.
DESCRIPTION:	This measure generated a lot of Board discussion. Ultimately, Board Directors want to better understand and track the level of <u>support</u> NACL provides people with diversabilities in their pursuit of meaningful social connections and natural relationships.

This goal lends itself to people extending their circle of connections to create relationships with those who aren't paid or related. These relationships often increase employment opportunities as well. This has been a question that has challenged us for years, but one we need to actively pursue as we move forward.

4. Support of Families

GOAL:	To actively support families of persons with diversabilities so they feel connected, respected, and heard.
DESCRIPTION:	This measure tracks family engagement with the services/supports/events provided to NACL families through its partnership with the Family Support Institute.

NACL has never had a dedicated family support function, and we are pleased to have finally realized this goal through our newly-formalized partnership with the Family Support Institute (FSI). This is a new service which will be unfolding over the next year – so please stay tuned!

The following are additional key strategic initiatives that identify permanent, value-based foundational statements and the key measurables attached.

5. EDIB (Equity, Diversity, Inclusion, and Belonging)

This goal speaks to our core value of inclusivity and a critical need to reach out to, for example, our Indigenous community partners to build culturally-sensitive services that meet the unique needs of our original peoples. NACL has begun the education process, and has gathered a group of diverse people to begin the discussion.

6. Safety and Well-Being

NACL is proud to be the first Community Living agency on Vancouver Island to be Certificate of Recognition (CoR) certified, representing a higher standard of workplace safety recognized by WorkSafeBC. We will continue to maintain these standards as a permanent part of our Health and Safety infrastructure.

7. Sustainability

NACL is committed to reducing our impact on the planet, while at the same time increasing our ability to feed ourselves and lessen our dependency on fossil fuels. Given these goals, NACL created a community garden at Maxey Road Home and is actively pursuing the purchase of a working farm, which will become our new home as well as enabling significant food production and employment opportunities for the people we support. NACL is also reducing our carbon footprint through several initiatives, including the full retrofit of one of our homes, solar panels on our roofs, and transitioning our vehicle fleet to electric.



In Conclusion/Future Outlook...

The past year has yet again demonstrated NACL's ability to thrive through adversity. Our employees continue to be the bedrock of the agency, and the reason for our continued success. With the support of a Board with a clear vision, there is nothing we can't accomplish. NACL will continue to innovate as we develop relevant services that reflect our changing world, and we see nothing but good things ahead.