

# president's/executive director's report 2024

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## Reflecting on the Year...

The past year has been one of the most exciting in recent memory, with two pivotal multi-year capital initiatives coming to fruition as well as administrative changes that will improve the overall efficiency and effectiveness of the organization.

The purchase and development of our farm (named Evanmorr Acres, at 1990 Evans Road in South Wellington), including significant infrastructure such as accessibility and water capture systems, are well underway. This property will go a long way with supporting our food security initiatives, and every year our capacity for food production and self-sustainability will grow. The house has been renovated and is now a fully operational staffed resource, supporting four young men who are settling in well.

Our second phase of the Uplands housing project is now basically shovel-ready, and we are awaiting the next call for proposals from BC Housing later this year.

As we prepare for succession of some key senior positions over the next few years, we have continued the integration of our Leadership Team into all of our services/functions so we have greater depth across the board, as well as implementing a trial Co-Deputy Executive Director model for potential ED succession.

Our annual Performance Review Report (included with the Annual General Meeting package) shares many achievements over the past year beyond what is noted above, further demonstrating our commitment toward our continuous improvement cycle. In short summary, these include:

- Expansion of Outreach Services within Nanaimo, Parksville, and Coombs;
- Actions Day Program's north-end satellite location, called "The Blue House" (adjacent to the Uplands development);
- Expansion of Youth Services within Nanaimo;
- Regular social media communications, with continued follower growth on all platforms;
- Successful WorkSafeBC CoR (Certificate of Recognition) re-certification and a dedicated Joint OH&S Committee, demonstrating ongoing commitment to agency-wide health and safety;
- An active Person Centered Planning Committee and Indigenous Relations Team, both committed to education and enhancing overall service delivery;
- Continued development of a customized information system for managing person served and employee data;
- Successful Staff Appreciation and the agency-wide Annual Picnic celebrations; and
- Co-hosting the Inclusion BC Conference held in Nanaimo with Clay Tree Society and the BC Self-Advocate Leadership Network Society.

Building on all of this, we will continue to prioritize achieving success in all pillars of our Strategic Plan into the next year (Housing, Employment and Contribution, Support for Families, and Genuine Connection) – all while embracing our person-centered culture, the philosophy behind all we do, to ensure we are effectively supporting those we serve on their journey to lead thriving lives.



## In Conclusion/Future Outlook...

This coming year will be instrumental, as we continue to expand our service and housing options. Although many of our initiatives are multi-year endeavours, all of them support each other to build capacity and thereby strengthen our ability as an agency to provide what is needed and wanted for people to live their best lives.

It is critical that we still develop annual goals that clearly identify achievable outcomes from year to year, allowing us to be responsive to external pressures that may either accelerate or negatively impact our efforts. That said, we are confident in our ability to deliver quality services that meet consumer demand, achieve our goals, and help us continue to be a provider of choice in an ever-changing environment.

It is thanks to all involved with NACL for driving us to continuously improve and keep being innovative – we look forward to what the coming year will bring.