

2024 priorities

Optimize human, fiscal & physical resources & systems

- Implement Phase II of the diversity, equity and inclusion (DEI) plan
- Enhance technology systems and processes to increase efficiency and internal communication
- Implement staff recruitment campaigns and new processes to address gaps and increase diversity
- Formalize data collection and analysis processes to support data-informed decision-making and reporting
- Provide training opportunities for staff in areas such as DEI, accessibility, supervision, dealing with conflict, customer experience, *Freedom of Information and Protection of Privacy Act* (FOIPPA)
- Support implementation of areas of improvement in inter-municipal partnership regarding recreation and culture

Proactively respond to recreation & culture needs

- Implement a community engagement strategy to connect with and hear from community members, customers and community organizations
- Finalize recreation and sport facility and amenity plan, present to Councils and work with the City and District to develop an implementation strategy
- Open Lynn Creek Community Recreation Centre (CRC), transition out of Seylynn and Mickey McDougall CRCs, and prepare for transition to new Harry Jerome CRC
- Develop a plan to improve services for persons with a disability in alignment with the *Accessible BC Act*
- Develop an arts and culture strategy with engagement of key community arts and culture organizations
- Complete an aquatic services strategy to maximize the ability to respond to community needs
- Enhance technology and information to support customer experiences

Expand our effectiveness through collaboration

- Expand collaboration with local First Nations related to public art processes, programming, protocol and staff awareness
- In collaboration with City and District, articulate NVRC's role related to outdoor recreation, nature experiences and community events
- Formalize engagement processes with arts and culture, and with sport and recreation-related organizations
- Partner with School District 44 on a shared priority project to benefit children and youth
- Work with community partners and community service agencies related to serving vulnerable and under-served populations

Enhance understanding of the scope & impacts of services

- Build on scope and reach of stories and information-sharing to demonstrate NVRC's impact on residents and the community
- Enhance and expand marketing and communications to increase awareness of and participation in NVRC programs and activities, and to increase knowledge of the areas in which NVRC leads or supports