



2019 Priorities/Service Plan

| Strategic Direction | Priorities |
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| Optimize Human, Fiscal & Physical Resources & Systems | Implementation of Perfect Mind Program Registration Management Software |
| | Renew the Strategic Plan |
| | Implement initiatives to address capacity challenges |
| | Implement Employee Wellness Program, revise related policies |
| | Expand and evaluate impact of Customer Experience Program |
| Proactively Respond to Recreation & Culture Needs | Implement recommended changes for fitness, health & wellness services |
| | Align service planning with results of assessment of resident needs for recreation & culture services |
| | Support City in Harry Jerome Community Recreation Centre project |
| | Open Lions Gate Community Recreation Centre |
| | Support finalization of Lynn Creek Community Recreation Centre |

| Strategic Direction | Priorities |
|---|---|
| Extend our Effectiveness through Collaboration | Invest in relationships that have the greatest potential impact, such as: <ul style="list-style-type: none"> • Vancouver Coastal Health authority • Parkgate Community Services Society • Capilano Community Services Society • Silver Harbour • North Shore Neighbourhood House • School District 44 |
| Enhance Understanding of the Scope & Impacts of our Services | <ul style="list-style-type: none"> • Broaden understanding of recreation, arts & culture services • Report to the community that tells the story of the benefit and value of NVRC |