



2022 Priorities/Service Plan

Optimize Human, Fiscal & Physical Resources & Systems
Finalize and implement an anti-racism and anti-discrimination strategy, including an action plan based on internal staff audit
Develop a framework for Indigenous relations and further awareness regarding First Nations culture and protocols
Develop a strategy and action plan to utilize technology to better serve customers, improve efficiency and collect required data
Reactivate Customer Experience training practices and evaluation
Implement improvements to Arts & Culture grants process identified through 2021 review

Proactively Respond to Recreation & Culture Needs of Residents
Develop multi-year research plan
Complete indoor/outdoor recreation and sport facility and venue plan refresh/expansion
Offer priority programs and services at Lions Gate CRC (2022), plan for opening of Lynn Creek CRC (2023), plan for Harry Jerome CRC replacement, Karen Magnussen CRC and RonAndrews CRC renewal
Host consultations with arts & culture organizations to identify opportunities and challenges in order to inform priority setting and strategy development by CNV, DNV and NVRC
Enhance role in outdoor recreation & culture including service and program delivery, and encouraging residents to get out in nature
Develop a sports strategy through engagement of the sport community, assessment of needs and identification of best practices

Expand Effectiveness through Collaboration
Collaborate with DNV and CNV on park planning and activation
Strengthen relationships with key partners in arts, culture, recreation and community services to ensure role clarity and to maximize collaborative efforts aligned with NVRC's mandate and vision

Enhance Understanding of the Scope & Impacts of Services
Build on scope and reach of community stories to highlight arts & culture, outdoor recreation, services to vulnerable populations and other priority messages