



North Kootenay Lake Community Services Society

Box 546, 336 'B' Avenue, Kaslo, BC V0G 1M0
Tel. (250)353-7691 • Fax (250)353-7694
Email office@nklcss.org • Website www.nklcss.org

Serving North and East Kootenay Lake communities including Ainsworth, Mirror Lake, Kaslo, Lardeau, Cooper Creek, Meadow Creek, Howser, Argenta, Johnson's Landing, Crawford Bay, Riondel, Boswell and their surrounding areas

North Kootenay Lake Community Services Society Strategic Plan 2014-2017

Mission

North Kootenay Lake Community Services Society's mission is to develop and provide services and programs which contribute to a thriving community and enhance the quality of life for North Kootenay Lake residents.

Vision

We are promoting health and well-being for all, through our programs and services designed to enhance the ability of individuals and groups to participate fully in the community.

Our services adapt to the changing demographics, economy and ecology of our area.

We are collaborating with other organizations and influencing community planning and social policy to ensure that the most vulnerable people of all ages are supported appropriately.

We are contributing to learning, evaluation, innovation and development of current best practices in our fields, and we inspire and support our board and staff to do the best possible job.

Contracts, grants and donations provide adequate, sustainable funding to cover actual service and administrative costs. A rapidly growing investment fund provides a cushion for innovative activities and suitable facilities.

Community members have a clear sense of what we contribute and many actively support our work as volunteers and donors.

Organisational Values

Our organizational values describe the core beliefs underlying our work, and how we intend to behave as we work to achieve our mission.

We believe:

- That individuals, family and community are at the centre of our work.
- That everyone deserves to be treated with respect. We respect the differences and rights of others. Relationships are based on an understanding of the equal worth of human beings and on respect for individual differences. Staff, board members and volunteers avoid bias, show respect for diversity, and demonstrate a welcoming attitude to people from all cultures and backgrounds.
- That building capacity in our clients and community will support well-being and self-sufficiency.
- In building inclusive communities that are accepting of all their members and give each member a voice.
- In an organizational culture that continually values and recognizes the contributions of staff and volunteers; fosters strong team approaches; and is open, honest and inviting in its communication practices.
- That respecting the natural environment contributes to a resilient, sustainable community.

In doing our work, we will:

- Ensure confidentiality.
- Work collaboratively with other groups and organizations.
- Support the health and well-being of our staff and volunteers.
- Be flexible in adapting to challenges and opportunities as they arise.
- Use our funds wisely and be accountable to our donors and funders.
- Support a strong identity for our agency, and work as a team in achieving our mission.

Our strategic plan builds on the foundational values of NKLCSS and provides strategic directions or priorities that together will guide and align NKLCSS’s activities over the next three years.

<p>Strategic Direction #1</p> <p><i>We are a client-centred organization</i></p> <p>We deliver excellent services that have a measureable impact on the quality of life of our clients.</p>
<p>OBJECTIVES</p>
<p>1.1 Develop effective programs and services that address the Counselling needs of community members.</p> <p>NKLCSS seeks to effectively and strategically offer a broad range of services addressing the diverse needs of the community through programs, information and support systems and person-centred, strength-based counselling services.</p>
<p>1.2 Create strategic partnerships to develop effective programs and services that address the needs of Aboriginal community members.</p>
<p>1.3 Create strategic partnerships to develop effective programs and services and activities that address the needs of child/youth and family community members.</p>
<p>1.4 Provide seniors’ service coordination that meets the needs of community members.</p>
<p>1.5 NKLCSS will provide high quality services and programs based on best practices and will report on how our services impact the quality of life in the region.</p> <p>Increasingly, assessment of service impact is recognized as an essential priority for NPOs. This objective seeks to enhance NKLCSS’s ability to articulate just how our programs have made a difference to those we serve, in both qualitative and quantitative terms.</p>

<p>Strategic Direction #2</p> <p><i>We are a community-centred organization</i></p> <p>We facilitate conversations, engagement and collaborations, and make our region a better place to live.</p>
<p>OBJECTIVES</p>
<p>2.1 Create strategic partnerships to develop effective programs and services that address the Food Security needs of community members.</p> <p>NKLCSS seeks to effectively and strategically offer a broad range of services addressing the short and long term food security needs of the community.</p>
<p>2.2 Build and strengthen strategic partnerships to develop services throughout the region</p> <p>Regional partnerships are essential to the success of the organization, not only for funding but to ensure service quality and effective, efficient use of limited resources across the sector.</p>
<p>2.3 Develop local, regional and provincial governments' awareness of NKLCSS' services and programs and the community we serve, and collaborate with governments to positively influence the future of community social services.</p> <p>Given the importance of the political and administrative environment to our organization's funding, governance, business opportunities and partnerships, this objective focuses on activities to strengthen ties with all levels of government throughout the region and provincially (e.g., RDCK, Village, SD8, Ministries, Funders).</p>

<p>Strategic Direction #3</p> <p><i>We are an organization that values and supports staff and volunteers</i></p> <p>We attract and retain staff and volunteers because we stimulate and contribute to learning, innovation, and development of current best practices.</p>
<p>OBJECTIVES</p>
<p>3.1 Be a learning organization</p> <p>Staff, board members and volunteers are supported to learn, grow and develop new skills. NKLCSS continues to foster a culture of learning that promotes excellence in service delivery, personal and professional development.</p>
<p>3.2 Be an employer of choice</p> <p>We seek to provide staff members with attractive wages and benefits, a respectful and supportive culture and a comfortable, accessible work space.\</p>
<p>3.3 Be the Board of choice</p> <p>Recognizing the benefit to NKLCSS over the years of having an active, committed and skilled Board of Directors, we seek to provide board members with a respectful supportive culture. We seek to enhance how we identify a suitable mix of candidates that recognizes a range of aspects of community diversity.</p>

<p>Strategic Direction #4</p> <p><i>We are a visible, accessible organization</i></p> <p>We communicate effectively with the community, volunteers, board and staff.</p>
<p>OBJECTIVES</p>
<p>4.1 <i>Be widely recognizable and highly visible within the larger community</i></p> <p>Both internal and external consultation has confirmed that our current communication practices do not achieve the level of understanding and awareness of our activities that NKLCSS desires and deserves in the communities where we are active. This objective reflects our desire to provide a foundation to improve this understanding and awareness.</p>
<p>4.2 <i>The community understands our scope of service (what we do and where we do it)</i></p> <p>This objective addresses the need to ensure that both internal and external stakeholders have an accurate and up to date awareness of the full scope of NKLCSS activities, beyond the specific program or service with which they are involved or familiar.</p>
<p>4.3 <i>The staff and board feel connected and informed about NKLCSS business.</i></p>
<p>4.4 <i>Funders and contractors feel connected and informed about NKLCSS business.</i></p>

<p>Strategic Direction #5</p> <p><i>We are an organization with secure diverse funding</i></p> <p>We have strong relationships with donors and funders and have a sustainable long-term financial plan.</p>
<p>OBJECTIVES</p>
<p>5.1 <i>Have a sustainable financial model that allows us to take risks, learn, grow and improve.</i></p> <p>This objective recognizes the risk of not anticipating and planning for future changes, and at the same time identifies the importance of identifying means to meet new and emerging needs in the communities we serve.</p>
<p>5.2 <i>Have a sustainable fundraising plan</i></p>
<p>5.3 <i>Our organizational structure is current and relevant</i></p> <p>We have a structure, including our facility and administration, that supports the work of the organization and is supportable by its resources.</p> <p>We continue to develop the organization’s technology capacity related to both social media and enhanced operational efficiencies and productivity outcomes.</p>