

GREATER VANCOUVER
COMMUNITY SERVICES
SOCIETY

Strategic Plan
2013-2016

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Message to the GVCSS Community:

It is with great pleasure that we present the new GVCSS Strategic Plan for 2013 to 2016. This plan is the culmination of creative thought and input from members of our Agency, including the Board of Directors, Leadership Team, and employees from Administration, Home Support and Community Living.

Our key strategic objectives have been designed to strengthen our existing foundation upon which the GVCSS reputation of providing high quality service has been built, while also preparing our organization to seek out growth and expansion opportunities into new service areas. Above all, the Strategic Plan provides our Agency with a roadmap for the next three years to enable us to carry out our Mission and Vision, while continuing to live our Values on a daily basis.

- *The GVCSS Board of Directors*



Lynn Carter, Board President



Ron McLeod, Chief Executive Officer

Our Mission

To support independence through client-focused community care services.

Our Vision

GVCSS will build on our tradition of delivering high quality, professional care, and continue to be a leader and preferred provider of community services.



Our Values

Professional
Caring
Respectful
Responsive
Collaborative
Accountable
Ethical



Key Strategic Objectives

- 1) Increase our presence in the health and social services community through networking, social media, and actively seeking opportunities to share our knowledge and expertise in public forums.
- 2) Strengthen communication channels throughout the organization to provide all stakeholders with access to information they need, and to instill a culture of inclusiveness and transparency.
- 3) Provide professional training and development opportunities to the Board of Directors, Leadership Team, and all employees to continually learn and adopt best practices, and cultivate leadership development through succession planning to ensure people with requisite knowledge, skills and abilities can fulfill future vacancies.
- 4) Leverage technology to be more operationally efficient and to improve the quality of service provided to the population we serve.
- 5) Identify and respond to opportunities for new services that fulfill unmet needs within the community and are compatible with our Agency's vision, mission, and core capabilities.