



## President and Executive Director's Report

February 2020 to February 2021

Hello all,

Well, this has been a year!

At the time our last AGM was originally scheduled, things turned upside down! March 17 2020 I was vacationing on the ski hill, and March 18 2020 we were closing in house program supports at Lifetime. A few one to one in person supports continued under strict regulations, based on recommendations and requirements of the Provincial Health Officer.

The OH&S Team, co chaired by Nicole Baker and Mark Sheppard, jumped into action. That team created a comprehensive Phase 1 COVID Plan, later followed by a practical and thorough Phase 2 COVID Plan. They sourced PPE (Personal Protective Equipment), a term we are now are well familiar with but certainly were not back in the spring of 2020!

Over this time, most staff worked from home, producing interesting, educational, and creative virtual supports. These supports included daily check-ins, games, cooking, fitness activities, continuing education instruction, theatre, music, art, hanging out time, and friendship-building. Everyone at Lifetime was invited to join in any session, which facilitated introductions and connections between people who may not have otherwise crossed paths.

Some of our [supported] folks were nervous going to foodbanks or grocery stores, and their food supplies were running low. To meet urgent needs, staff shopped, cooked and delivered meals for many of our folks in the Outreach Program. The meal delivery also provided an opportunity to check on, at a distance, those who were isolated.

Lifetime provided 260 virtual programs, 12 000 hours of supports, 9 683 volunteer hours, cooked and delivered 570 meals, and supported 250 individuals in 2020. These are statistics to be proud of, and I acknowledge and appreciate each staff who contributed, in any way, to those supports.

During the spring and summer, Lifetime acquired Lambrick House, space at Lambrick Church, and continued to operate out of our existing space at Shelbourne. The extra locations allowed small, in person programs to start again over the summer. People were very happy to see each other, even at a distance and through masks!



During the spring, Lifetime prepared to operate four programs previously lead by Recreation Integration Victoria after they closed in March. The new programs to Lifetime are Dynamic Duos (formerly the Matching Program), Summer Inclusion Service, Equipment Loan Program, and the administration of Teen Community Connections (TCC).

In April 2020, Lifetime completed the purchase of our 'forever home' at 2553 Quadra. We left the Shelbourne office in January 2021 and moved some administration to Quadra. Other staff and individuals continue at Lambrick House and Lambrick Church, as well as at the Victoria Operatic Society, and a building in James Bay. The Quadra move went smoothly. Renovations on the downstairs of the building are in the planning stages and we look forward to welcoming everyone to Quadra in September 2021.

Our CARF Accreditation Survey was set to happen in spring 2020, and then fall 2020, then February 2021, and is now firmly set for fall 2021! The Strategic Planning Process followed the same path and will also be completed by fall 2021.

Lifetime is honoured to receive two awards in 2020: the Times Colonist Readers Choice 'Not for Profit of the Year' Award, as well as the 100 Women Who Care Award.

Lifetime continues to be guided by thoughtful and wise teams, including the Management team, the Coordinators team, OH&S, and the Positive Behavioural Supports team. I would like to especially mention the Social Media team who have done an excellent job of highlighting information and the agency as a whole; and the Multiple Complex Needs Team who have tirelessly worked to keep those of our Lifetime Family facing additional barriers such as homelessness and addictions, safe, fed and cared for during the past year.

Thank you to the Board who continue to lead with the strongest of ethics and care for Lifetime. Thank you to all the staff and volunteers; you really are a dedicated and talented group of people. Thank you to the Management team; they work long hours, they are giving and flexible, and definitely, the team I want supporting my son and family.

We, as families, are very lucky to have this entire Lifetime Family on our team.