



Executive Director Report February 2021 to February 2022

We have had a year full of engagement with many of our staff, supported individuals and families, even through year two of the pandemic. I am grateful for the care all have taken to look after themselves and each other. We checked in with each other, watched for signs of weariness and loneliness, and embraced 'Be Kind, Be Calm, Be Safe'.

Nicole Baker and her OH&S Team did an impressive job of writing and rewriting our COVID safety plans and following through with the implementation of the plans.

Julie Mason looked after us all as we navigated work from home plans, keeping us in line with labour standards and best practices. Thank you Nicole and Julie.

During this pandemic year Carlene continued to do a stellar job managing our finances, kept everyone paid, and provided guidance and support.

Lifetime continues to be a part of Equal Pay BC; a coalition of workers and employers in the community social services sector who believe in equality for all workers, whether they belong to a union or not. The BC Government provides more funding to pay union workers than non-union workers. At Lifetime, we use fundraising dollars to supplement and increase wages for our staff. The coalition continues to advocate for equal pay for equal work.

In February 2021 Lifetime moved from Shelbourne to our new building at 2553 Quadra. The move went smoothly and it was so nice to be in a space we own. In 2021 Lifetime continued to lease other space around town including Lambrick House, Lambrick Church, and Victoria Operatic Society.

We also started renovations to the bottom floor of Quadra. The original completion date was August 2021 and yet the renos continue to this day! Painting is now complete, cabinets are on location and it is looking hopeful.

At Lifetime we strive to gather and respond to feedback and suggestions from those we support, their families and other stakeholders. Through the Annual Survey, Lifetime Coordinators and Managers received word that the Person Centered Planning Process was not quite hitting the mark for folks. We undertook an extensive review process and are pleased to hear positive comments from those who have trialed it.

In September Melissa McDonald stepped into the Manager role for Networks. This has been very positive for the Networks program and has resulted in an increase in Networks as well as



an increase in Network Friends. Between all the programs at Lifetime 9843 volunteer hours, including Network Friends, were provided in 2021.

Also in September Lifetime was proud to receive another three-year accreditation through CARF. Comments from our surveyors included: “Lifetime Networks is an exciting organization, offering great opportunities in the community for its participants. The surveyors commented on hearing remarks such as ‘always shows respect’, balances routine with flexibility’, and ‘as close to perfect as possible’. The staff members provide services based on the participants’ choices and preferred lifestyles and spend a lot of time getting to know the participants. The organization presented as one that could be a model for other non-profit organizations that serve a similar population”.

September was a busy month! We also started strategic planning. Thank you to all who participated. The 2022 three-year plan will be posted on our website.

In November amalgamation with Namaste was complete. We are delighted to welcome Namaste individuals and staff to the Lifetime Family.

Another exciting event in November was Melissa MacDonald receiving the provincial Widening Our World (WOW) Award for her support and advocacy of those with multiple complex needs. This population is vulnerable and many do not have homes, and live with addictions and mental health issues. Melissa and her Team coordinated meal prep, meal drop-offs, tents, blankets, walks and health checks. She supported three families that lost their adult children last summer. Those families were very grateful for her care, compassion and acceptance. This is a challenging group to support, especially with the additional barrier of a developmental disability. We are proud of Melissa and the difference she makes.

The entire staff are committed to advocacy and social accountability. Collectively as a Staff Team they contribute time and expertise to Camosun College, Victoria Chamber of Commerce, Young Leaders of Victoria, UVic, Justice System, BC CEO, Inclusion BC, CESSA, South Island Community Counsel, Island HR Group, and many other entities both on the Island and in the Province.

This past year the Lifetime Family has offered 260 virtual programs, delivered 570 meals to our folks feeling isolated, found employment for 21 people, created 126 new friendships, supported 57 people to vote, went on 416 hikes, supported 325 families, established 4 perspective Networks, and welcomed Dylan to the Management Team, all during Pandemic Year 2! Lifetime has an amazing staff Team and as we know, every amazing staff team has solid leadership. Thank you Managers - Nicole, Julie, Melissa and Dylan. The care you show for our



individuals and families, for the staff team and for Lifetime generally is what makes Lifetime the special place it is.

Thank you Lifetime Board. You continue to provide wisdom and oversight in all areas of governance. It is a big commitment. I am grateful to have each of you as Directors and I look forward to 2022 together.

Respectfully submitted
Wendy-Sue
Executive Director