

JohnHoward

SOCIETY OF THE LOWER MAINLAND

OUR VISION

A safe, healthy, and inclusive community for all

OUR MISSION

We strengthen communities by supporting people experiencing barriers so they can achieve greater independence

OUR VALUES

Inclusive

We create an environment where everyone can feel welcome and respected

Accountable

We are responsive, take responsibility for our actions, and honour our commitments

Person-Centered

We adapt our approach to the individual and use empathy and compassion in all our interactions

Collaborative

We engage and work closely with others—both within and outside our organization

Determined

We are passionate, do not shy away from tough challenges, and respond to setbacks with a renewed drive to succeed

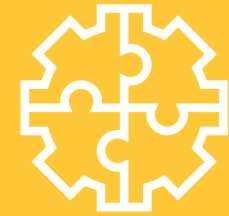
OUR 2019-20 PRIORITIES



SERVICE EXCELLENCE



COMMUNITY ENGAGEMENT



ORGANIZATIONAL SUSTAINABILITY

Our Goals

Improve the quality of life of the people we serve through responsive, accessible, and sustainable services

...
Foster a culture of innovation and responsiveness

Build community partnerships

...
Be a leading voice on the issues of Social and Criminal Justice

Maintain best practice standards for Board governance and development

...
Ensure sustainable, long-term growth

Our Initiatives

Provide services in other regions

Embed continuous quality improvement

Create safe, accessible housing options

Embed culturally sensitive practices into our programs and services, and throughout our organization

Pursue growth that responds to community needs and funding opportunities

Strengthen multi-sector collaboration across housing, health, employment and transition supports to influence systemic change

Invest in relationships with Indigenous organizations

Enhance external communications and contribute to the conversations, action planning, and solutions on Social and Criminal Justice in British Columbia

Enhance overall Board development, engagement and governance

Focus on staff recruitment

Increase retention by improving our onboarding, performance management, training and development

Improve/enhance policies, processes, and systems throughout the organization

Enhance our internal communications