



Chair's Report to the Members at the Annual General Meeting of June 27, 2023

This past year fiscal year was noteworthy for the slow but steady transition to a post-pandemic world. In light of that process, we are retaining some of the practices adopted in response to the pandemic that make post-pandemic operations more flexible. I refer, for example, to our capacity to meet virtually as well as in person---a benefit made real when we were can connect with former clients who live too far to attend in person, but who still seek aftercare supports to sustain their recovery.

Turning to priorities in our 2021-2024 strategic plan, I can report the following:

The first such priority is to reflect the community we serve. To that end, we have begun benchmarking the diversities of our directors, our staff, and our volunteers, to ensure that they reflect the community we serve today, one different from the one we first served when Vitanova began 36 year ago. By better reflecting whom we serve, we are better placed to solicit that community's on-going moral, reputational and financial support---supports that have always sustained Vitanova. To that end, four new employees were hired over the past year, each of whom is contributing to our increasingly diverse staff complement, which our board matches.

Our second priority is to be a charity of exceptional reputation. To date we have been accredited twice by the Canadian Centre for Accreditation. In addition, we are now accredited by a second agency, Imagine Canada (which focuses on charities in particular). As well, we are the only agency in York Region receiving bed-based funding for addiction and mental health. We also co-lead a six-agency collaboration in the delivery of day treatment programming to a much-underserved community---the west end of the former City of North York. And we are a member of the Western York Region Ontario Health Team.

To be financially secure, our third strategic priority, we have been successful on a number of fronts. Donations and fundraising proceeds bounced back by nearly 80% over the previous year. More importantly, our annualized operational funding from the Ministry of Health has been increased by nearly 50%---more than three times the target for such an increase in our current strategic plan, and achieved two years ahead of schedule.

In respect of our next priority, to offer high quality programs supported by superior operational functioning, (1) the three directors who form the board's Quality and Risk Committee and all four senior managers completed a wide-ranging risk assessment exercise recommended by our insurers (HIROC), covering both clinical and operational areas, (2) two senior managers received in-depth training over nine months in quality improvement strategies applicable in both areas, and (3) our bookkeeping/accounting and information technology operations have been restructured to better reflect the expectations of our funders.

Regarding our fifth and final priority---to improve succession processes, at the board level, we have submitted for your approval amendments to the by-law, to create two new board committees which we expect will be training grounds for those board members who we hope will, over time, serve as officers of the Foundation.

I close with a sincere thank you to our executive director, Cindy Cepparo, and her entire team, all of whom each day exhibit their unflinching dedication to our clients, for whose benefit Vitanova was created 36 years ago.

Respectfully submitted,

Veronica Puls

Chair