

Chair's Report to the Members at the Annual General Meeting of June 25, 2024

This past year fiscal year was one of genuine stock-taking---as one strategic plan (covering 2021 to 2024) wound down, and a new strategic plan (for 2024 to 2027) was developed and approved. Here's how we fared.

The first such priority of the last plan was to reflect the community we serve. Like all communities, ours is not static and ensuring our board and our staff continue to reflect that fact remains top of mind. And why is this important? Because Vitanova has always enjoyed outstanding community support---whether financial, moral or reputational. To do so, we have to ensure that the community sees itself reflected in Vitanova's board and staff.

Our second priority was to be a charity of exceptional reputation. Third-party scrutiny of agency operations by accrediting organizations is the standard, objective way of assessing corporate competency. For the last year and a half we have been preparing for the next round of accreditations---our fourth in eight years! Follow us on social media as the results will be out after Labour Day.

To be financially secure was our third strategic priority. As revealed in the audited financial statement previously circulated, we have been quite successful in that regard on a number of fronts. Revenue is up in general, with donations and fundraising proceeds closing in on pre-pandemic levels, an increase in government support, with expense kept to a minimum.

In respect of our next priority, to offer high quality programs supported by superior operational functioning, this past year has been dedicated to a review of all aspects of operational functioning. This entailed re-examining our human resources policies and procedures, our finance and accounting operations, food services, housekeeping, groundskeeping---in short, all the areas on which our high-quality programs depend.

Regarding our fifth and final priority---to improve succession processes, we took a different tack this year, realizing that while boards, staffs, and volunteers breath life into an agency such as Vitanova, the thing that sets this agency apart from others in the field is the model we follow---a model marked for 37 years by compassion for those 19,000 clients we have served---without fee or charge, for as long as needed to help them achieve recovery, and to welcome them back for more help, or just to see how we are doing and say thank you, once again. The sustaining of that model requires our conscious of its uniqueness and the need to protect it.

I close with a sincere thank you to my fellow board members, and to our executive director and her team, all of whom each day exhibit their unfailing dedication to our clients, for whose sole benefit Vitanova exists.

Respectfully submitted,

Veronica Puls

Chair