



STRATEGIC PLAN

2023 - 2026

Building Our Team

Employee recruitment and retention.

- Develop “grassroots” recruitment process to create an application stream of qualified candidates compatible with ILHS values.
- Update website to highlight ILHS as an employer of choice in the Community Social Services sector.
- Foster recruitment and retention strategies that attract and retain a diverse workforce.
- Implement an effective evaluation system that recognizes and rewards staff employees who make exceptional contributions to ILHS and the Individuals supported.
- Foster more opportunity for continuous learning for all employees.

Homes

Increase accessible housing options via another partnership with Capital Region Housing.

- Engage Capital Region Housing to identify future potential housing partnerships including an increased number of units at both Westview and The Heathers Apartments.

Supports & Services

Framework to support Individuals at ILHS to age in place.

- Continue to provide support for individuals experiencing dementia and other symptoms of age-related decline through ongoing screening and employee training.
- Develop assessment tool to determine ILHS’ ability to support an Individual with increased care needs. This will include:
 1. Equipment availability and suitability
 2. Staffing models
 3. Aging in the right place
- Develop specialized housing on existing ILHS properties.
- Advocate for the BC CEO Network’s Call to Action to sustain the health of the Community Social Services sector.

Infrastructure

Replace aging ILHS homes via BC Housing partnership.

- Engage BC Housing to remediate, renovate, or replace address aging ILHS homes.

Branding

Rebrand ILHS.

- Create a brand that more accurately describes the work that ILHS does.
- For example, the word “independent” no longer describes the work done at ILHS or reflects the “niche” that has been created with supported medically complex people.
- Using the word “inclusive” is current, progressive and could support our overall strategic plan.