

**2007
Comox Recreation Commission
Information Management Plan**

Overview

The Information Management (IM) Plan is a high level evolving plan that charts the course for the current and future information needs of the Comox Recreation Commission. The IM Plan sets the goals and develops an implementation strategy over a three to five year period. The Comox Recreation Commission's vision for information management is to provide access to quality information in a timely manner to ensure effective and efficient decision-making. Over the next three to five years the Comox Recreation Commission will develop a comprehensive, integrated information system that makes it possible to collect relevant information, from various sources, and then report in such a way that is timely, efficient, accurate and complete.

Definitions

Information Management is an organization-wide function that includes financial and administrative databases. It includes planning, organizing and controlling data. The management of information applies to both computer based and manual systems.

Information Technology (IT) is a term that encompasses all forms of technology used to create, store, exchange, and use information in its various forms (business data, voice conversations, still images, motion pictures, multimedia presentations, and other forms, including those not yet conceived). It's a convenient term for including both telephone and computer technology in the same word. (search390.com)

Knowledge Management (KM) is getting the right information (knowledge) to the right people at the right time and the right place by using a combination of relevant information and collective experience. KM is used for the purpose of improving performance, increasing responsiveness, and inspiring innovation throughout the organization.

PIPEDA (Personal Information Protection and Electronic Documents Act)
Federal legislation enacted to provide Canadians with a right to privacy with respect to their personal information that is collected, used or disclosed by an organization in an era in which technology increasingly facilitates the collection and free flow of information.

The provisions apply more broadly to all personal information collected, used, or disclosed in the course of commercial activities, so that Canadians, no matter where they live, will be assured of privacy protection. Personal information can only be used for the purposes for which it was collected. If an organization is going to use it for another purpose, consent must be obtained again. (Department of Justice, Canada; Privacy Commissioner of Canada).

Purpose

The purpose of the Information Management Plan is to address guiding principals, strategic directions, and to set out a systems implementation and integration plan that will assist management decision-making.

CRC IM Strategic Directions

- *Access to information:* The CRC will have the ability to ensure that the right information is available when it is needed in order to enable effective management decision-making.
- *Quality information:* The CRC will have the ability to provide information that has a high degree of consistency, accuracy, timeliness, and completeness.
- *Decision making information:* The CRC will have the ability to provide appropriate information that facilitates knowledge-based decisions in order to effect change in administration and board decisions. The CRC values sound knowledge management practices.

Sources of Information

Comox Recreation Commission Strategic Plan
Town of Comox Official Community Plan
Interagency
Survey and Assessment
E-Mail
School PAC's, Community Organizations
Leadership and Advocacy
Knowledge Building
Comox Valley Community Groups and Citizens
Provincial and National Associations / BCRPA / ARPA / CPRA / UBCM / FCM
Regulatory Bodies
Databases and Reporting Systems
Municipal, Provincial and Federal Governments
Universities
Operational Assessment

Living Document

The Information Management Plan will serve as a living document to be reviewed and updated as per Administration Policy 250. (AP250)

Strategic Plan Vision Statement

The Comox Recreation Commission envisions a community in which all people regularly participate in recreational activities. We will accomplish this by taking a proactive leadership role to ensure residents are provided with recreational programs and services that are relevant, inclusive, affordable and sustainable.

IM Initiatives as they relate to the Vision Statement

- The Comox Recreation Commission Vision Statement will be posted on the CRC Website.
- The Comox Recreation Commission Vision Statement will be posted in the CRC monthly spotlight on recreation.

Strategic Plan Mission

The Comox Recreation Commission provides recreational programs and facilities to help improve the quality of life in Comox.

2007 / 2008 IM Initiatives as they relate to the Mission

- Complete a comprehensive annual public recreation facility and program needs assessment. (Second quarter, 2008)
- Complete a comprehensive annual facility audit and program review (Forth quarter, 2007)

Comox Recreation Commission Core Values and Beliefs

We are dedicated to providing sustainable recreational activities that draw people together, are available to all and will benefit the community as a whole.

We believe recreation includes physical, leisure, social and cultural activities that promote wellness, are life-long and enrich the quality of life.

We believe in being financially accountable to the community by operating in a prudent, transparent and ethical manner.

We value our members and provide a respectful and safe environment where individuals can achieve their goals.

We encourage local partnerships and will seek to purchase supplies and services from local companies whenever possible.

We endeavour to provide buildings and equipment that are well maintained and strive to ensure that patrons feel safe when using our indoor or outdoor facilities.

We believe in working co-operatively with the Town of Comox to ensure that the needs of the community we serve are being met.

We believe in providing a work environment that fosters growth, promotes teamwork and provides development opportunities for staff, instructors and volunteers.

We believe in recycling and utilizing materials and supplies that are in keeping with the protection of the environment.

2007 IM Initiative as it relates to the Core Values and Beliefs

- PIPEDA review (Forth quarter, 2007)

Comox Recreation Commission Overall Strategic Direction 2006 - 2009

Our focus, by 2009, is to offer a spectrum of inclusive recreational activities that draw people in our community together through responsive programming that is designed to meet people's needs in innovative ways and is supported by a comprehensive business plan and marketing strategy.

We will move beyond the traditional methods of providing recreational programming by acting on our belief that recreation is multi-faceted and includes physical, social, leisure and cultural activities.

Goals and Objectives

1 - Objective:

To create an effective recreation commission board that is proactive and responsive to the needs of the community and staff

Strategies:

- Examine the current governance model and update if necessary so that it meets the needs of the Comox Recreation Commission
- Maintain and keep current a policy and procedures manual
- Institute a board development, orientation and succession planning strategy
- Develop and implement a communications plan to reach out to members and the community at large.

2 - Objective:

To provide recreational programming that meets the diverse needs of the community.

Strategies:

- Use research and reliable data to consistently evaluate and develop programs that are affordable and accessible to all residents. Create a system to regularly collect input from the community about operations and programming.
- To ensure that programs are being delivered effectively and efficiently, continuously monitor the service delivery model.
- Continue to offer an array of innovative services that integrate physical, social, leisure and cultural activities accessible to all ages.

3 - Objective:

Develop a facility utilization plan that assures a safe, healthy environment and allows for expansion as the community's needs grow.

Strategies:

- Develop a comprehensive building plan that addresses the current need to add on a gymnastics facility to free up needed space and to address the future needs of the community.
- Develop and implement strategies to maximize the use of equipment, evaluate it for replacement, minimize downtime and look for opportunities to add new equipment.

- Develop a comprehensive plan for the use of recreational facilities other than the community centre.
- Develop a fitness studio upgrades plan
- Maintain a safety and maintenance plan which includes a facility inspection and analysis

4 - Objective:

To be financially accountable to the community by operating in a prudent, transparent and ethical manner.

Strategies:

- Develop a business plan that includes a comprehensive financial strategy.
- Improve the self-sufficiency of the Recreation Commission by creating partnership opportunities which enhance recreational programming
- Develop a plan to secure grant funding from outside sources.

5 - Objective:

To operate in a manner that promotes good employee relations and fosters opportunities for development and growth.

Strategies:

- Establish regular staff meetings to keep the channels of communication open and to provide for evaluation and input on programming and services including safety, operations and administration.
- Maintain a program that recognizes staff achievements and milestones.
- Provide opportunities for continuous or advanced job specific training.
- Maintain strategies that provide for a positive, safe and flexible work environment.

6 - Objective:

To enhance the relationship with outside organizations including civic, business, media, members and the community at large.

Strategies:

- Continue to ensure the Recreation Commission is working cooperatively with Town of Comox departments and representatives.
- Create a communications plan that regularly promotes the value and benefits of quality recreational programming.
- Provide opportunities for schools, businesses and community groups to participate in Recreation Commission activities and events.
- Develop ... in cooperation with other stakeholders ... a recreation and cultural policy for the Town of Comox
- Engage the School Board in discussions with regards to recreational opportunities.

7 - Objective:

Promote the benefits of living a healthy lifestyle through recreational

programming and increased program usage.

Strategies:

- Develop and implement a marketing program that reaches all levels of the community through the use of advertising and other promotional vehicles.
- Upgrade the commission's website.

8 - Objective

Monitor operational effectiveness

Strategies

- Develop an information technology plan
- Establish a customer relations plan
- Develop an operations manual
- Staff and Board will meet bi-annually to review and update the strategic plan

2007 / 2008 IM Initiatives which relate to the Strategic Plan

- Develop an electronic operations and procedure manual (First quarter, 2008)
- Develop an electronic quarterly operational action plan (First quarter, 2008)
- Develop computer replacement plan (Forth quarter, 2007)
- Review financial software and administrative databases (Forth quarter, 2007)
- Upgrade website (Forth quarter, 2007)
- Implement on-line registration program (Forth quarter, 2007)
- Produce quarterly square boys (Forth quarter, 2007)
- Produce monthly square boy (Forth quarter, 2007)
- Purchase Class field scheduling software (First quarter, 2008)
- Host Class software clinic (Forth quarter, 2007)
- Create a policy on sending batch transmissions (Forth quarter, 2007)
- Create a 24 hour information line (Forth quarter, 2007)
- Accept fax registrations (Forth quarter, 2007)
- Produce a yearly calendar of events poster (Forth quarter, 2007)
- Link BC community recreation agencies via web. (Third quarter, 2008)
- Create security system proposal / link to FD and Parks (Forth quarter, 2007)
- Review data backup systems (Forth quarter, 2007)
- Post governance data (First quarter, 2008)
- Post CRC policies and procedures (First quarter, 2008)
- Create an on-line Youth Link to recreation (Second quarter, 2008)
- Post Cultural Policy (Forth quarter, 2007)
- Post on-line survey (Forth quarter, 2007)
- Complete a software systems review (Forth quarter, 2007)
- Host information technology fair (Third quarter, 2008)
- Post Business Plan (First quarter, 2008)
- Post monthly financials, review engagement (Forth quarter, 2007)