

**THE LAKE CHAPALA SOCIETY**

**STRATEGIC PLANNING PROCESS  
RECOMMENDED LCS PHILOSOPHY  
WORK DOCUMENT**

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## **RECOMMENDED LCS PHILOSOPHY**

The Work Group recommends to the Board of Directors the following Vision, Mission and Mandate for purposes of recommendation to the Extraordinary General Meeting of October 14, 2009.

At the request of the Work Group, the consultant revised the Statement of Values and submits it to the Work Group meeting of September 1, 2009.

### **1. Vision Statement**

Our vision is a future where Lakeside residents continually play a role in enriching the community's quality of life, vitality and prosperity through the exchange of knowledge, expertise, culture, heritage and language.

### **2. Mission Statement**

The mission of The Lake Chapala Society is to contribute to the social enrichment of its members and the Lakeside community.

### **3. Mandate**

The Lake Chapala Society accomplishes its mission by assuming the following mandate:

1. To facilitate the integration of expatriates into the Lakeside community.
2. To provide programs, services and facilities to LCS members and the Lakeside community.
3. To contribute to the enrichment of the Mexican community through programs such as student aid and education for Mexican children and adults.
4. To foster interchange between expatriates and Mexican residents.
5. To establish partnerships beneficial to the Lakeside community.
6. To manage LCS resources and operations.

## **4. Statement of Values**

The following values guide our decisions, actions and behaviours:

### **4.1 Community Values**

- We have a profound respect and understanding of the Mexican culture. We welcome and enjoy the richness that the Mexican culture offers to community residents.
- Community residents work together to improve the whole living experience in the community.
- Partnerships with Mexican institutions and businesses contribute to the harmonious development of the community and its residents.

### **4.2 Service Values**

- Our quality services are courteous and friendly.
- We provide reliable information.
- Our services are relevant to needs of our members and the Lakeside community.

### **4.3 Decision-Making process**

- Our leaders make policy decisions that protect the integrity of our Society. Decisions are made for the common good of members and community residents.
- Board decisions are respectful of LCS Vision, Mission, Mandate, Values, priority long-term and strategic goals.
- Personnel and service volunteers are accountable to the Executive Director who is accountable to the Board of Directors who in turn is accountable to the membership through the Annual General Meeting.
- Our leaders are visionary, open to innovative ideas, proactive and realistic when dealing with the resolution of issues.

### **4.4 Operational Values**

- Our effective teamwork ensures that everyone is driven by the same priority goals and objectives.
- Operational decisions are the result of meaningful consultations with personnel and service volunteers.
- We express our gratitude for work well done.
- Our communications are based on trust, mutual respect, cooperation and integrity.
- We treat everyone equally and equitably.
- We take into consideration the mutuality and diversity of interests of residents, members, personnel, service volunteers and partners.

- We strive to make decisions by consensus.
- Our deliberations are confidential and we show solidarity with decisions made within the Organization. When formal decisions are made, they are shared transparently with the members, personnel and service volunteers.
- We competently manage LCS resources and the operations.
- We believe in the sustainable development of our ecological environment.