

Corporate and operational knowledge remained a strategic action item from the previous year with the additional goal of creating a handbook for Executive officers and an onboarding handbook for the public representative. Putting corporate and operational knowledge in writing is a necessary time-consuming commitment to gain a better understanding of the gaps and the needs to create a new in-house position, hopefully in 2025, to meet the demands arising from the continuous growth in both the membership and support to members of the public.

An additional special project that the LSN hopes to secure funding for in 2025 is a **new lawyer referral system**. The current online system no longer meets the needs of the public. A survey will be circulated among the membership to determine the interest and ability of members to support a summary legal advice approach to the new referral system.

After a rise in cybersecurity incidents, [Cyber Security Tidbits](#) commenced in **October 2024** as part of **Cyber Security Awareness Month**.

The LSN relies heavily on **dedicated volunteers** who share their knowledge and expertise to assist us in meeting our mandate. In addition to the invaluable work undertaken by the Chairs and members of the Standing Committees, several members volunteer their time to represent our jurisdiction and the LSN in various capacities:

- **Julie Bedford**, representative on the Legal Services Board of Nunavut;



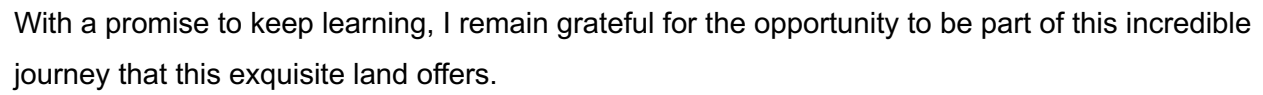
- **John MacLean**, representative on the Standing Committee on Mental Health and Wellness (FLSC)
- **Mark Mossey**, Council Member for the Federation of Law Societies of Canada (FLSC); and
- **Marion Sandilands**, Nunavut representative on the Model Code Liaison Group (FLSC).


X. Membership Fee Increases

In 2024, the LSN faced another **historical challenge** with respect to **membership fee increases**, which required time and effort to ensure a reasonable and defensible solution could be brought forward at this AGM. The LSN thanks members of the Rules Committee for their ongoing guidance and diligent efforts. While this fiscal year is marked by a deficit, I look forward to working with the Treasurer and members of the Finance Committee toward a defensible proposal for the membership to consider in terms of a fair market value increase in active membership fees. The increase is necessary to ensure the revenues are in line with the continuous rise in cost of doing business, including the development of LSN's foundation, and the need to increase capacity at the LSN. While noting the deficit at year-end, it is equally important to bring attention to the Statement of Revenues and Expenses on p. 1 of the Audited Financial Statements which demonstrate, when reviewing the numbers under the General Fund, the ongoing conservative approach to LSN's operational expenses.

XI. OHS Program & Operations

As the CEO, I am committed to offering a workplace environment that provides opportunities for on-the-job training and flexibility, all of which contribute to a healthy, positive and respectful environment. 2024 welcomed the implementation of a robust OHS Program. I remain thankful to the LSN staff team, many casual staff, and administrative support consultants. Each one plays a key role in our overall operations and contributes to making our office a welcoming environment: Adel, Ferdinand, François, Julien, Kiele, Lisa, Marie, Rachel and Santana.




 අප්ප මාලුගල, අමාත්‍යාංශ
 Nalini Vaddapalli, CEO - Deputy Secretary