

ULTIMATE OUTCOME: More newcomers successfully integrate into life in Canada

VISION: A more welcoming community where newcomers can succeed

MISSION: We provide integration services and support to newcomers and promote intercultural awareness and understanding

VALUES: Inclusion | Compassion
Empowerment | Advocacy
Accountability

ENABLING STRATEGIC DIRECTIONS



Establish a collaborative service delivery model to serve newcomers holistically



Strengthen organizational alliances and partnerships



Foster organizational health and optimize resources



With partners, build affordable housing for newcomers



Consider the Determinants of Settlement



Strengthen employment pathways (through partnerships)



Strengthen mental health pathways (through partnerships)



Account for a variety of modalities to service (virtual, in-person, group)



Advance welcoming, quality services



Enhance communication about services



Promote and advocate for diversity, inclusion, anti-racism and immigrant issues



Improve newcomers integration success



Optimize our social enterprises



Create a collaborative organizational culture



Work effectively with labour representatives



Build leadership and management capacity toward a collaborative model



Build our volunteer base



Strengthen the use of technology and the use of data/reporting



Optimize capital assets



Ensure government funding is accessed