

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

