

## Program Areas

As multiservice agency committed to vibrant and sustainable neighbourhoods, we provide free programming to all community members with a focus on children, youth, families, newcomers and vulnerable community members including homeless women and men in Toronto's West End. We operate year-round and collectively serve over 16,000 people annually through:

**The Nook Children's Program** – Since its beginnings The Nook has grown significantly to become one of the most exceptional, diverse, inclusive, and social-justice-focused FREE Children's and Families Programs. Though The Nook is open to all community members the effectiveness of our programming comes from our dedication to maintain a child-focused response to significant community needs related to education, literacy, settlement, health, social isolation, poverty and employment for children 6-12 years old and their families.

**The Loft Youth Centre for Social Enterprise and Innovation** - LOFTYCSEI is a community hub engaging youth (14 to 30) in innovative social, economic development and employment opportunities. LOFTYCSEI will be moving to the Wallace location at 50 Sousa in Sept 2015. Our Social Enterprises Loft Kitchen Catering and Café and Loft Threads will remain based at 850 Bloor West.

**The Men's Hostel Program** – The men's hostel provides overnight shelter and supports the well-being of men who are homeless, street oriented and facing barriers to maintaining adequate housing.

**The Men's Transitional Housing Program** – The transitional housing program provides self-contained temporary housing for men who are working towards permanent housing solution.

**The Drop-In & Food Access Program** – Our Neighbourhood Home Drop-In Program is a daily program that provides support to individuals who need assistance. The Drop-In provides free access to healthy meals, phone, fax and internet, informative and skill-based workshops, health and wellness supports, shower and laundry facilities, volunteer opportunities and personal support for community members who are experiencing major challenges or in crisis. Our goal is to provide a safe, welcoming, inspiring, nurturing space where all are provided food, comfort, and kindness.

**Volunteers** - CONC as had the pleasure of working with over 1000+ volunteers in one year! This includes daily volunteers coming in to support programs directly, corporate teams helping out in large groups on major tasks, co-op students, community hours support program, high school students, and board members.

For our volunteers, their jobs are not easy tasks. We have no way adequately expressing our gratitude, for their dedication and compassion helps fill a great void in our community.

## Core Values

### IMAGINATION

We commit to fostering the spirit of creativity and innovation in all areas of our work.

### DIVERSITY

We value and encourage a diversity of culture, perspective, language, experience, gender, identity, age, religion and philosophy knowing that it results in innovation and increased resilience.

### HUMAN AGENCY

We see our role as a space for community members to come together and engage, activate, and respond. We encourage dialogue, we support innovation, and most of all we nurture individual agency. Each one of our community members is recognized as a unique individual, with unique skills, strengths, lived experiences, and gifts. Though we continue to build connections and collaborations among all, we strive to remain mindful that each person we work with is also a unique individual.

### ENVIRONMENT

We create environments that embrace human compassion, caring, and trust, while encouraging the realization of social and ecological sustainability.

### COMMUNITY ECONOMIC DEVELOPMENT

We facilitate local and ethical contributions and partnerships to develop individual and community economic well-being.

For more information about Christie Ossington Neighbourhood Centre's or our services, visit our website at <http://www.concccommunity.org>

### NORTH SITE

973 Lansdowne Ave.,  
Toronto, ON.  
M6H 3Z5

### SOUTH SITE

854 Bloor St. West  
Toronto, ON  
M6G 1M2

### WALLACE

50 Sousa Mendes St.  
Toronto, ON

### THE NOOK

270 Barton Ave.  
Toronto, ON,  
M6G 1R4

## Join us Online!

### CONC

[concccommunity.org](http://concccommunity.org)

### LOFT KITCHEN & THREADS

[loftycsei.org](http://loftycsei.org)

<http://www.facebook.com/loftycsei>

<http://www.twitter.com/loftkitchen>

<https://www.facebook.com/pages/LOFT-Threads>

### NOOK

<https://twitter.com/ilovethenook>

<https://www.facebook.com/thenookrocks>

### DROP-IN

<https://www.facebook.com/christieossingtonneighbourhoodcentredropin>



## Strategic Plan 2015-2018

### Message from Christie Ossington Neighbourhood Centre

The 2015-2018 CONC strategic plan galvanizes the most effective and innovative practices of our community of program participants, volunteers, staff and stakeholders to create dynamic change in the lives of individuals, families and our community as a whole. While we are fortunate to live in a time that has vastly increased our access to knowledge networks and communications we must also create our pathways to social change with unparalleled ingenuity and finite resources.

Innovation, entrepreneurship and human activity leading to communities that work involves taking risk and being creative while also building on evidence-based research that informs our field of work. CONC has always boldly worked to bring partners to the table and to launch initiatives that conclude in new opportunity and substantive community change. Whether building new housing, launching social enterprises or finding new ways for homeless community members to build their livelihoods we have accepted the challenge to make a difference. Like all change-makers, we soon realize change comes with its wins to celebrate and its losses to learn from. Any organization that is committed to change must do so with humility and the determination to learn from its mistakes.

It is with resilience as individuals and as a community that the fruits of our labour and learnings are realized. It is with tenacity that our faults and weaknesses must be addressed so that our strengths can prevail. The strategic plan that we have set in motion for 2015 to 2018 speaks to the heart of our true lived experience. Where barriers

impede our forward movement we will address and remove them. Where health and wellness are not being achieved we will create partnerships to increase access to a circle of meaningful support. Where income security cannot be readily procured in traditional markets for those who are vulnerable we will look outside them to create new opportunities. Finally, where there is not enough affordable housing we will work with others to build it. These are the challenges we face in realizing the peaceful and prosperous world we envision.

With much appreciation for the journey ahead,

Yvette Munro  
Board Chair

Lynn Daly  
Executive Director

### Christie Ossington Neighbourhood Centre's Vision

Christie Ossington Neighbourhood Centre has established 4 key vision statements for defining a new integrated team approach to its work.

The four vision statements for CONC are:

#### Life Management

We envision a system of service coordination and community connections working hand-in-hand with our clients to empower and inspire growth, change and independence. We believe in futures full of possibility.

#### Health and Wellness

We engage our communities in building partnerships for equitable, relevant and holistic health supports. We believe in wellness in all its forms. We are a bridge to collective vitality.

#### Employment and Social Enterprise

We envision a community where all people are included and have access to skills based capacity development and earned income opportunities. We create pathways to independence and prosperity.

#### Sustainable Housing

We envision a supportive eco-system combining both innovative programming and access to diverse housing options. We are dedicated to create a community where all individuals have a space to call home.

A key aspect of this vision includes collaborating and partnering with others to find solutions to strengthen our community's resilience and vibrancy. An additional element includes efficiency and using resources in a transparent, accountable and strategic manner.

### Our Mission Statement

The Christie Ossington Neighbourhood Centre is dedicated to building upon the strengths and vision of community members to improve the quality of life in the Christie Ossington community. By working in collaboration with residents, community institutions, agencies, local businesses and stakeholders, we will create a safe and healthy community.

### Strategic Directions

#### 1. Foster leading approaches to service design delivery and evaluation

- To identify address and eliminate barriers and document impact
- To develop and implement holistic programs and initiatives for the wellbeing of our participants and actively engage individuals, families and community partners
- To develop effective programs that will encourage change and build on participant skills
- To create a robust system through innovative programming and strategic partnerships

#### 2. Continually deepen CONC's expertise and capacity to implement socially innovative solutions

- To develop systems, procedures and practices that allow clients to build on strengths and pursue their goals
- To continually identify the health and wellness needs of our community by working together with our participants, staff and partners
- To build dynamic and viable social enterprises to create pathways to prosperity and independence
- To develop and build diverse housing options

#### 3. Empower a culture and community of change makers

- To provide support, peer mentorship and structure towards constructive change and personal growth
- To mobilize participants, volunteers, staff and students to lead healthy and prosperous lifestyles
- To provide training tools and employment opportunities to those looking to reconnect with the economy
- To work with participants to create a supportive housing plan to achieve their housing goals

#### 4. Commitment to progressive action toward a more autonomous prosperous and sustainable future

- To build capacity for independence through system navigation, skill development, social network and community connections
- To mobilize participants, volunteers, staff and students to lead healthy and prosperous
- To support individuals transitioning into sustainable livelihoods
- To develop and build diverse housing options