



# **Christie Ossington Neighbourhood Centre Our Strategic Plan 2019-2022**

## **Overview**

The 2019-2022 CONC Strategic Plan defines priorities for our agency's external and internal work across our programs and locations.

## **Mission**

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

## **Vision & Values**

We will achieve our mission by:

- Engaging the skills and talents of community members of all ages
- Recognizing that our greatest strengths and potential as a community exist within our diversity
- Providing forums and opportunities for coordinated community planning, economic development and employment in our community
- Supporting the educational and social development of our community's children and youth
- Building upon the innovative ideas of residents, partners and stakeholders to find solutions to the challenges we face as a community
- Working together with community institutions, agencies and stakeholders to build our community capacity
- Making full use of community resources such as schools, recreation centres, parks and community spaces
- Engaging in this work with a sense of joy and appreciation for each other

We will take an approach to achieving our mission that values:

### **IMAGINATION**

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

### **DIVERSITY, EQUITY & INCLUSION**

We will welcome and invite a diversity of perspective, experience, ability, culture, race and ethnicity, language, gender and sexuality, age, faith, and philosophy in all areas of our work from planning and development to implementation.

### **SEEING BOTH THE TREES & THE FOREST**

We will facilitate space for community members to come together and to act- both individually and collectively. We will strive to recognize and engage the unique skills, strengths, lived experiences, and gifts of individual community members, whose desires and needs exist both within and outside of demographics and groups.

### **SUSTAINABLE PLANET**

We will work to manage spaces, and operate programs and services, that are mindful of and seek to minimize our environmental impact. We will make choices related to purchasing, contracting, acquisition, use and protection of resources that prioritize environmental sustainability.

### **COMMUNITY-BASED ECONOMIC DEVELOPMENT**

We facilitate local and ethical economic contributions, and provide high quality job training across all program areas, to improve individual and community economic well-being, especially for youth, LGBTQ2SI+ community members and others living in, or at risk of living in, poverty.

## **Strategic Directions**

### **1. Foster responsible and inclusive approaches to program and service design, delivery and evaluation**

- Put communities at the forefront of program and service planning, implementation and development, including facilitating the paid work of peers whenever possible
- Continually improve program and service offerings based on participant feedback
- Identify, address and work to eliminate barriers to participation with under-represented communities, particularly LGBTQ2SI+ communities, communities of colour and Indigenous communities
- Document and communicate program and service development, progress and impact
- Develop programs and services that encourage skill-building, and community capacity building
- Develop services and programs that are resourceful, cost-effective and creatively sustained

## **2. Continually deepen our internal capacity to foster, support and contribute to innovative solutions**

- Embrace a workplace culture of learning, growth, risk-taking and collective skill building
- Recruit, hire and invest in the energy it takes to broaden diversity in our staff teams and partnerships
- Encourage a culture of listening and the valuing of ideas emerging from all levels of employment
- Diversify the sources of our resources, including financial resources, to maximize our flexibility, responsiveness and free agency

## **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 lives
- To support individuals transitioning into sustainable livelihoods
- To develop and build diverse housing options

## **Programs & Services**

Christie Ossington Neighbourhood Centre has established 4 key areas of focus in relation to our programs and services, which span four geographic sites and serve a range of target populations from children to youth to adults to seniors experiencing varying levels of housing and stability. Our sites and core program areas include:

### **973 Lansdowne Avenue**

Men's Shelter and Transitional Housing; Breaking Barriers Programming; Life Management; Health & Wellness; Income Security and Housing

### **850/854 Bloor Street West**

Men's Shelter and Community Drop-In Program Breaking Barriers Programming: Life Management; Health & Wellness; Income Security and Housing

### **50 Sousa Mendes Street**

George Chuvalo Neighbourhood Centre including LOFT Kitchen Café & Catering Social Enterprise, LGBTQ2SI+ Youth Programs, Children's camps, drop-in and events, Family programming, community assembly and Inclusive Community Space.

### **402 Melita Crescent**

The Nook Children's Afterschool Literacy Arts and Recreation, Camps and Events Program

### **445 Rexdale Ave.**

Shelter for Adults, featuring Breaking Barriers Programming: Life Management; Health & Wellness; Income Security and Housing

### **14 Roncesvalles Ave.**

Shelter for Men, featuring Breaking Barriers Programming: Life Management; Health & Wellness; Income Security and Housing

## **4 Key Areas of Focus:**

### **Life Management**

We envision a system of service coordination and community connections to empower and inspire essential stability, growth, autonomy, and joy in the lives of our participants. We will work to ensure access to social services and life skills for and with vulnerable community members.

We operate four shelters and twenty transitional housing units for homeless and under-housed people, as well as a drop-in program for adults and seniors living in, or at risk of falling into, poverty.

### **Health and Wellness**

We envision a system of service coordination and community connections to encourage and support, both preventatively and responsively, mental and physical health and wellness for our participants and communities.

We operate programs for children (afterschool, literacy arts and recreation, camps, events and drop-in programs) and youth (drop-in programs, counselling, events and camps) We recognize that access to the arts and recreation are central to Health and wellness.

### **Income Security, Employment and Social Enterprise**

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

We train, employ and support community members to pursue sustainable paid employment through LOFT Kitchen Café & Catering, as well as throughout our program and service areas.

### **Sustainable Housing**

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

We work with shelter and transitional housing residents, drop-in participants, and participants in all program areas to pursue safe and secure housing options.

**[www.conccommunity.org](http://www.conccommunity.org)**



**The NOOK Children's Program** @TheNookAfterSchoolProgram

**LOFT Kitchen** @LOFTKitchen850

**George Chuvalo Neighbourhood Centre** @GChuvaloCentre

**Drop-In & Food Access Program** @CONCDropIn

**Men's Shelter & Transitional Housing** @CONCShelterandHousing



**Instagram:**

**LOFT Kitchen** @LOFTkitchen

**The NOOK Children's Program** @nookkids