

## MISSION

To be present to the homeless and most neglected members of our community. To offer a broad range of compassionate programs and services to enhance the quality of life while inspiring hope and promoting human dignity.

## VISION

To alleviate the effects of poverty while striving to eliminate chronic homelessness within our community.

## VALUES

### Hospitality

The overarching value as inspired by St. John of God is imbedded in all we do as we create opportunities for transformation and welcome others with generosity and openness.

### Quality

To provide excellence in service delivery.

### Respect

To be lovingly present and open to others.

### Responsibility

To assume a duty of care for those who use our services.

### Spirituality

Committed to those we serve through all situations in their lives, honouring all traditions, cultures, and religions as a sign of hope and hospitality.

## STRATEGIC PRIORITIES

### Grow our service delivery, physical capacity

- Build Mathias Place – new 100-unit supportive housing & assisted daily living
- Expansion of beds & services focusing on GSM vision (ie eviction prevention, housing follow-up and ending chronic homelessness)
- Best use of 412 Queen

### Strengthen partnerships

- Strengthen & expand networks with healthcare, universities & other agencies
- Build on model of comprehensive alternative level of care (ALC)
- Alignment with Hospitallers of St John of God

### Improve access for clients with drug / alcohol addictions

- Grow number of beds for addictions
- Create sober-transitional housing

### Quality assurance and external accreditation

- Expand quality assurance component
- Achieve external accreditation

### Increase and diversify fundraising

- Expand fundraising and diversify sources of funding
- Capital campaign

### Social capital and innovation

- Use clients' existing informal social networks and knowledge to inform planning
- Embrace innovation in program planning and delivery