

CANDACE HOUSE STRATEGIC PLAN 2021-2024

VISION

A comforting place for victims and survivors of crime.

MISSION

Our mission is to provide a safe and comforting day refuge for victims and survivors of crime navigating the court process.

Candace House will offer access to holistic and culturally appropriate resources and referrals as well as victim support services in a way that promotes empowerment and resilience.

Candace House will endeavor to contribute to the leadership in the victim services sector through effective and strategic use of collaborative partnerships.



EXCEPTIONAL CARE

- Formalize Healing Haven program.
- Nurture and grow thriving relationships with service partners and stakeholders.
- Continue to deliver and ensure high quality best practice care.
- Enhance Healing Haven program through increased and optimized use of space.
- Enhance Resources & Referrals through the development of online knowledge base and resource library.
- Enhance Support Services through the development of further wrap-around care for those impacted by violence.
- Carry out comprehensive evaluation into impact of space and services and share findings with stakeholders.
- Create and distribute a public brochure highlighting Candace House programs and services.
- Create and implement volunteer program.
- Create and implement plan for regular and consistent evaluation of all services.



EXCEPTIONAL TEAMS

- Conduct Board review to inform direction for recruitment of additional directors.
- Create and formalize permanent and ad hoc committees.
- Formalize onboarding process for new Board members.
- Formalize and implement board and committee procedures.
- Create and implement the process for performance review of Board and leaders.
- Conduct asset inventory of Board to inform gaps and obtain development training.
- Create and implement human resources strategy to ensure continued stability and capacity.
- Create and implement process for staff training and performance management.



EXCEPTIONAL FUTURE

- Create, formalize, and implement all policies to ensure compliance with all external/internal requirements.
- Formalize and implement manual for operational systems and processes.
- Review, update and integrate critical internal infrastructure systems to ensure efficiency, effectiveness and security.
- Create and implement multi-year fund development plan for core and project funding.
- Create and distribute new fundraising material.
- Establish social enterprise to generate additional revenue.
- Create and implement public relations and communications strategy.



EXCEPTIONAL INNOVATION

- Engage stakeholders and contractors for the design, set-up and launch of new space to create a trauma-informed, culturally safe and accessible facility.
- Explore and establish new collaborative and strategic partnerships to enhance support for victims and survivors of crime.
- Ensure new space meets workplace health and safety standards with appropriate security measures in place.
- Develop and implement a plan for evaluation of new programs and services.
- Grow staffing to meet the needs of newly developed services/programs.
- Develop and launch new "Education and Workshops" program with a plan for evaluation.
- Develop and launch official "Informed Spaces" program (hub model).
- Enhance awareness and reputation of Candace House and services at regional and national level.

WAY OF BEING

Empowerment • Compassion • Integrity • Diversity & Inclusion • Collaboration • Respect • Social Justice

COURAGE

LOVE

HONESTY

WISDOM

HUMILITY

RESPECT

TRUTH