University Settlement

Founded 1910

Strategic Framework 2015-2020+

Our Vision

Our vision is a community that is safe and healthy, and where individuals of all ages, from all social classes and cultures belong, mixing freely and respecting one another. In this place, people's basic needs are met and they have the opportunity to grow and learn through participation in artistic, cultural, recreational, educational and employment opportunities.

Our Mission

University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational Opportunities. Founded in 1910, University Settlement is committed to enhancing the quality of life of the people in the diverse communities we serve.

Our Values

At University Settlement, we as staff, volunteers and Board:

- *Value partnerships and teamwork*
- *Demonstrate responsiveness to community needs*
- *Respect and celebrate the diversity of our community*
- *Operate with equity and fairness*
- *Ensure accountability and transparency to our stakeholders*
- *Work towards excellence in all that we do*
- *Nurture the potential of all those with whom we interact.*

NOTE: these statements will be updated as part of the Strategic Plan.

Strategic Priorities and Directions

These 6 Priorities and Directions are highly interconnected:

- **COMMUNITY HUB:** Enhance the role of University Settlement as a welcoming and lively place where the community gathers, connects, learns and accesses a wide range of services.
- **STATE OF THE ART BUILDING:** Build an accessible facility that meets the needs of our community and staff.
- **REVENUE MODEL:** Create a diversified revenue model to sustain our work.
- **IT:** Build an IT infrastructure that supports our administration, programs, services and evidence-based decision-making.
- **HUMAN RESOURCE CAPACITY:** Attract, develop, retain and motivate staff to deliver and manage an evolving mix of programs and services.
- **INNOVATION:** Create a culture of innovation so we can be proactive in adapting to a changing environment.