



Strategic Plan 2024 - 2027

# **Leeds and Grenville Interval House is committed to supporting women, children and youth experiencing violence and working collaboratively with the community to eliminate all forms of violence and oppression.**

A note from the Chair of the Board of Directors:

*I am pleased to announce the completion of our new five-year strategic plan for LGIH. This plan represents the collective efforts and dedication of our board, staff, volunteers, and community partners in shaping the future of our organization.*

*Our strategic plan outlines our shared vision for the coming years, setting clear goals and objectives that will guide our work in supporting and empowering women and children fleeing domestic violence. It reflects our commitment to continuous improvement, innovation, and collaboration as we strive to create a safe and inclusive environment for survivors.*

*Thank you for your dedication to our mission and for your unwavering support as we embark on this new chapter in our organization's journey.*

- Katherine Parker

**A note from our Executive Director:**

*As I look toward the future of Leeds and Grenville Interval House, I am grateful for the time that I have spent with the organization so far, and excited for the next chapter in our story. At LGIH, we believe that all women have the right to a life free from violence and abuse, and that the families we serve should be provided with trauma and violence-informed care that is free from judgement. It is an honour to be leading such a strong and dynamic team in providing services to our communities, and in the development and implementation of this strategic plan.*

*This plan is not just a document. It is a roadmap that will guide LGIH in the coming years. I want to thank everyone who participated in the creation of this strategic plan, and the staff and Board of LGIH for their dedication to our mission and the families that we serve. Together we can create lasting change.*

- Melissa Leveck

# By Your Side

## **A place for safety. A voice for change.**

There are currently more than 600 women's shelters across Canada (CBC) and women's shelters over the last couple of years, have seen an increase in demand for support and services. We will raise our voice for women, children and youth, so they have the ability to use theirs.

We are committed to strengthening our foundation so that we can serve more efficiently and effectively. We will help women, children and youth create their future. And in this pursuit, we will evolve with the changing needs, we will adapt to challenges, we will capitalize on opportunities and strive to make a positive impact in our community.

Our planning has inspired us and has become our compass to guide us on this journey.

**A haven for healing and hope.**

# Our Mission

To provide emergency shelter, supportive counseling, advocacy, information, and referrals for abused women and their children who have been physically, sexually, emotionally or psychologically abused, threatened, or assaulted.



Living by our three core values shapes the essence of our existence, acting as guiding principles that support our purpose and influence every aspect of our journey.

**Dignity** – we will put the time, effort and attention to detail into ensuring that all individuals that access our services have a safe place to go. That they are embraced with empathy, understanding and empowerment.

**Catalyst for Transformation** – we will embrace our role as catalysts in the community, by using our voice to protect the futures of women, children and youth. We will inspire awareness, advocacy and support in our community to become a catalyst for transformation and wellness.

**Energetic & Engaging Work Culture** – our commitment to serve others, requires a commitment to serve ourselves. We will cultivate a dynamic workplace that inspires connection, enthusiasm and a continued drive to make a positive impact.




# Embarking On Our Journey (2024–2027)

Leeds & Grenville Interval House will focus on three strategic directions in the next three years:

1. Improve and Increase Programs and Services Through Evidence-Based Decisions and Partnerships
2. Enhance Outreach and Awareness Initiatives
3. Foster a Supportive and Empathetic Work Environment





A photograph of two women from behind, looking out at the ocean during a sunset. The woman on the left has short, light-colored hair and is wearing a grey, textured knit sweater. The woman on the right has long, dark, curly hair and is wearing a brown top. The sky is filled with soft, orange and pink clouds, and the ocean is visible in the distance. A dark purple rectangular box is overlaid on the bottom right of the image, containing white text.

**1. Improve and Increase  
Programs & Services through  
Evidence-Based Decisions  
and Partnerships**

We are dedicated to enhancing the effectiveness and growth of our services through a commitment to evidence-based decision-making and strategic partnerships. By leveraging data, research, and proven methodologies, we will ensure that our initiatives are driven by validity which will maximize our reach and impact on the individuals we serve. And it will be through meaningful collaborations and synergy within our community that we will support our efforts and approach.

## HOW WILL WE DO IT?

It will be necessary for us to focus on the following objectives for this strategic direction.

### **1. Program and Service Evaluation and Development**

Develop program and service guidelines to allow for greater support services.

Explore education services for female and male youth.

Explore expansion of current shelter.

Revamp outreach services to build awareness and a clientele list in the Leeds area.

### **2. Develop Community Engagement Workshops/Programs**

Build standardized presentations around key topics and educate on what LGIH does and its positive impact.

### **3. Build a Robust Support Network with Other Agencies/Organizations to Provide Comprehensive Assistance**

Strengthen relationships with local agencies to support each other.

Support to search for and complete sustainable funding submissions.

### **4. Invest in Data Collection to Capture Relevant Metrics**

Ensure accuracy and currency of Client Management Database.

## HOW WILL WE MEASURE IT?

When we achieve these goals, it will reflect a commitment to improving our programs and services through structure and formality, as well as data driven-making.

- Make sure that every woman that reaches out for support receives a call back within 48 hours if not admitted into the shelter.
- Support 100% of women and children who need our services.
- Increase our funding from \$150,000 to \$250,000 beyond the ministry funds.
- Maintain a consistent and ongoing group schedule.
- Completion of planning for transitional housing program by March 31, 2027.

**There is no power  
for change  
greater than a  
community  
discovering what  
it cares about.**

**Margaret J. Wheatley**



## **2. Enhance Outreach and Awareness Initiatives**



We are committed to broadening our outreach and awareness initiatives to elevate our reputation and ensure that our community knows about our agency and our mission. We will embrace innovative and creative communication strategies, events and community engagement to not only expand our reach but to make a meaningful impact. Through proactive outreach efforts, social media and educational campaigns, partnerships and more, we aspire to create a more informed, compassionate and judgment free community.

## HOW WILL WE DO IT?

It will be necessary for us to focus on the following objectives for this strategic direction.

### **1. Improve and Enhance the Visibility and Perception of LGIH.**

Regularly attend and participate in community events.

### **2. Develop and Execute a Dynamic Communication Strategy to Support Outreach, Engagement and Awareness of LGIH.**

Conduct an audit of our social media platforms, website, newsletters and other channels that help us deliver our mission.

Develop and plan content to align with events, topics, campaigns etc.

Determine to what extent a rebrand is needed and what this scope would entail.

## HOW WILL WE MEASURE IT?

When we achieve these goals, it will reflect an improvement on our outreach and awareness in our community to be able to support more women and children seeking our services and program.

- A complete content calendar is developed for the next 12 months.
- Actively participate/attend 10 events in 2024.

**She was powerful  
not because she  
wasn't scared but  
because she went  
on so strongly,  
despite the fear.**

**Atticus**







### **3. Foster a Supportive and Empathetic Work Environment**

We are committed to cultivating a workplace that brings joy and happiness to our team. We recognize that our team members are instrumental to achieving our mission. We will prioritize creating an environment where everyone feels supported, valued, heard and can bring their best daily. Through open communication, collaborative efforts, and a nurturing atmosphere, we will strengthen the connections within our team to evolve as one cohesive unit.

## HOW WILL WE DO IT?

It will be necessary for us to focus on the following objectives for this strategic direction.

### **1. Proactive engagement and education.**

Holding ourselves and teams accountable to actions and behaviours.

Develop a progressive, structured system.

Conduct regular training sessions and workshops both on technical skills and soft skills.

Establish feedback loops to gather input from staff to continually improve and adapt to evolving needs.

### **2. Strengthen Policies, Processes and Procedures for Organizational Excellence**

Establish and review policies, processes and procedures to ensure clarity, compliance, operational efficiency and support a culture of accountability.

Document processes for organizational knowledge transfer and risk mitigation.

### **3. Build a Talent Pipeline**

Engage with and educate practicum students.

Identify future talent and certification needs.

## HOW WILL WE MEASURE IT?

When we achieve these goals, it will reflect a more supportive, empathetic, healthy and psychologically safe environment for our team.

- Participate in 1 employer of choice award program.
- Find an employee satisfaction survey, complete 1 survey, establish a benchmark, and implement changes to improve staff engagement.
- Maintain an annual staff turnover rate of 20% or less over the next 24 months.



## Keeping Our Promise

### Navigating success through shared responsibility.

Accountability is the linchpin within a strategic plan that transforms discussions and goals into real life results. It involves clearly identifying champions to lead each area of the plan and committing to deadlines that we will hold ourselves accountable to. Our wish is that everyone will see their role and contribution to making this plan become our reality.

As our team works hard to drive this plan forward, our Board of Directors will commit to supporting the plan, providing clear direction, and celebrating with us in our wins. We will thrive together to build the future for women, children and youth.

## **We will become more.**

Just as treasure hunters dig deep below the surface to uncover valuable artifacts, we will dig deep to challenge ourselves and unleash our true potential as an agency. We will demonstrate a willingness to go above and beyond.