

Priorities



Quality Assurance of Core Services

- Focus on client-centered core services
- Enhance client service delivery efficiency & effectiveness
- Optimize staff capacity and skill set
- Invest in facilities



Financial Sustainability & Flexibility

- Diversify funding sources
- Increase recurring funding streams
- Increase reserve and capital fund
- Strengthen financial stewardship



Organizational Culture, Capacity & Well-being

- Foster an inclusive and supportive culture
- Optimize and align organizational structure
- Invest in professional development and well-being
- Enhance and improve employee tools & resources



Collaborative Leadership

- Strengthen community partnerships, collaboration & coordination
- Build a strong community image
- Increase non-partisan advocacy for policy & systemic changes
- Expand corporate partnerships

For more details, please contact Reception House Waterloo Region :

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Vision 2029

Providing responsive, person-centred care through accountability, sustainability, and collaboration



We value relationships, respecting the dignity and agency of those we serve and work with.

Leadership Message

Reception House Waterloo Region is excited to share our new strategic plan with the community! We're entering an exciting and pivotal phase in our history. As we refocus our priorities, you'll begin to see the organization position itself for the next 5 years of delivering valuable services to refugees in our Region.

Driven by thoughtful collaboration between Reception House's Board of Directors, Senior Leadership Team, many input providers and an external consulting firm, we've spent hundreds of people hours discussing and refining the strategic plan which we feel will lead to long-term success and sustainability for the organization.

The planning process was truly inspiring but the execution will be where we really see Reception House flourish. It was the support of our staff, volunteers, donors and community partners that helped us reach this point in our history and it's those same amazing stakeholders that we're counting on to realize our new objectives.

Rick Silva
Board Chair

Babur Mawladin
CEO

Reception House Core Services



Integration Skills Training



Temporary Accommodation and Housing Support



Employment Services



Health and Well-Being Support

Vision

A sustainable organization helping refugees adapt and integrate into a new community they can call home

Mission

Reception House provides quality settlement, integration and support services for government-assisted refugees (GARs), helping them successfully transition to a new life in Waterloo region.

