

# Priorities



## Strengthen and evaluate programs and service delivery

We are financially and operationally strong. We have a clear evaluation framework in place and our space meets our operational needs.



## Build community partnerships and strengthen our role in the sector

We collaborate with others on key issues. Refugee issues are more central in community discussions and we are trusted leaders in partnerships, not passive recipients.



## Support staff and board leadership, governance and development

We have a staff team that is excited, hopeful and aligned on our shared vision. We have a strong board that drives our mission. We have a dedicated HR lead and an ED succession plan in place.



## Diversify funding

We have diversified our core funding. We have increased our unrestricted reserves and are retaining new non-governmental funding.

For more details, please contact Reception House Waterloo Region :

[receptionhouse.ca](http://receptionhouse.ca)  
[info@receptionhouse.ca](mailto:info@receptionhouse.ca)  
519-743-0445

675 Queen St S, #201  
Kitchener, ON N2M 1A1



## Vision 2021

Shining a Light on the Refugee Journey



**Our approach is relevant and responsive to community needs**

#### Leadership Message

*Shining a Light on the Refugee Journey* is our touch phrase. As we walk with refugees on their journey our aim is to be *transformative* and not just transactional, to stay relevant and *responsive* to community needs. This phrase galvanizes and shines a light on Reception House as a *leader* in this work, and it places us on the path to *thriving* regardless of how government commitments may change. We would like to gratefully acknowledge the willingness,

energy and courage of the Senior Leadership Team, Board of Directors and staff, as well as the time and insights shared with us by community partners and former Board members to help shape Vision 2021.



Carl Cadogan, Executive Director



Ernie Regehr, Chair of the Board

**We know we have achieved our goal when:**

 We are financially and operationally strong

 Refugee issues are more central in community discussions

 We have a staff and board that is excited, hopeful and aligned on our shared vision

 We have diversified our core funding

# VISION

**Our work and relationships with refugees, community partners and systems players makes lasting impacts on refugee lives and contributes to long-term well being.**

Since 1987, Reception House has helped thousands of refugees rebuild their lives in Canada. We start by providing the basics: temporary accommodations, orientations to life in Canada and down the line, we empower our clients to find meaningful employment, improve their language skills' and heal from trauma and loss. Through referrals, case management and capacity building, our goal is that all refugees arriving in Waterloo Region have a successful settlement experience, and become accepted and welcomed members of the community.

