

A group of four people are standing in a dark, indoor setting, possibly a hallway or a room. They appear to be engaged in a conversation. The lighting is low, creating a moody atmosphere.

**A Place**  
**FOR EVERYONE**  
Our Strategic Intentions 2026-2029

A woman with curly hair is smiling and holding a colorful gift box. A young girl in a red dress is also smiling and holding the gift box. They are in a bright, indoor setting, possibly a classroom or a play area.

 **Oakville**



# community **noun**

com·mu·ni·ty

kə- 'myü-nə-tē 

plural **communities**

: a group of people with a common characteristic or interest living together within a larger society

## Our Strategic Directions

- Offer meaningful work and foster a sense of belonging
- Be the place for our community to gather, learn, and thrive
- Create charitable Impact
- Cultivate partnerships and collaboration



# Our Strategic *Directions*



## ***Offer meaningful work and belonging***

- Careers not jobs
- Development and growth
- Focus on internal communication and recognition

## ***Be the place for the community to gather, learn and thrive***

- Grow early childhood education reach
- Use insights to grow and deliver relevant/convenient programs
- Seek participant feedback to continuously improve

## ***Create charitable impact***

- Share impact stories and compelling reasons to give
- Expand reach and ways to support
- Grow philanthropic support and recognition

## ***Inspire partnerships and collaboration***

- Broadcast and extend our principles and structures to deliver more programs to more people in more places
- Attract and celebrate volunteer and partners at all levels
- Seek growth through shared endeavors

## Mission

We connect people and build community well-being

## Vision

Empowering a vibrant, resilient community

## Values

- Accessibility
- Inclusion
- Growth
- Optimism
- Responsibility
- Kindness
- Conservation

## Enablers

- Insight through information and innovation
- Meaningful Employee Engagement
- Accessibility and Inclusion
- Fostering Positive Relationships
- Generative Resources
- Partnerships, Alliances and Collaboration
- Charitable Impact
- Continuous improvement



# How we will measure our *Impact*



## **Key Performance Indicators:**

- Staff Engagement Scores
- Staff Advancement Opportunities and Participation
- Staff Net Promoter Score
- Staff Retention / Reduction of Churn (focus 4-year tenure)

## **Key Performance Indicators:**

- Number of Participants
- Participant Satisfaction Rates
- Participant Net Promoter Scores

## **Key Performance Indicators:**

- Number of Participant Net Promoter Scores
- Money Raised
- Number of Donors
- Number of New Sources of Support

## **Key Performance Indicators:**

- Number of Volunteers
- Number of New Partnerships



A Place  
FOR EVERYONE



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