



Red Door
FAMILY SHELTER

STRATEGIC PLAN 2023-2026



For over 40 years, Red Door Family Shelter has been providing emergency shelter and ongoing support for women and their children affected by gender-based violence, families experiencing a housing crisis and refugee claimants with nowhere else to turn.

OUR VISION

Ending family homelessness one family at a time.

OUR MISSION

We provide safe, temporary refuge and vital services that enable families to rebuild their lives and establish themselves in their communities.

OUR VALUES

Compassion – We believe all people are deserving of respect. Therefore, we celebrate our diversity and uniqueness, and treat each other with kindness, empathy and dignity.

Equity – We recognize that systemic barriers privilege some people and hold others back. Therefore, we strive to deliver inclusive services, work to address discrimination and end cycles of violence and poverty.

Collaboration – We know that we are stronger together. Therefore, we build effective relationships, work as teams and partner for excellence and impact.

Integrity – We are responsible for resources entrusted to us. Therefore, we measure, achieve and report our results, strive to learn and improve continuously, and behave at all times in a manner that is ethical, transparent and professional.

This three-year strategic plan is the result of more than 80 people — residents, program participants, community members, staff, partners, policy makers and funders — sharing their insights throughout the planning process.

We heard loud and clear that family homelessness is a serious and growing issue in Toronto and that poverty, unaffordable housing and violence are leading to more and more families entering the shelter system every month. We also heard that Red Door's programs and services operate at the intersection of the impact these issues have on parents and their children.

As the largest family shelter in the city, this strategic plan is intended to guide Red Door in developing and delivering the essential services and programs that will respond to the unique needs of the families we serve. It also better positions us to make a measurable contribution to address the systemic issues that contribute to both the affordable housing crisis and family homelessness.



OUR STRATEGIC PRIORITIES

PROVIDE SERVICE EXCELLENCE

We will deliver excellent family-centred services and work to address the systemic issues that impact families experiencing homelessness.

We will do so by engaging with others in strategic advocacy initiatives and refining our parenting, mental health and life skills/well-being programming and partnerships.

MODERNIZE FOR IMPACT

We will strengthen our organizational collaboration, efficiency and delivery of services.

We will do so by renewing our technology, structures, systems and processes.

BECOME AN EMPLOYER OF CHOICE

We will promote an inclusive, diverse and equitable workplace.

We will do so by establishing strategies that promote employee recruitment, retention, development, engagement and well-being.

MAKE A DIFFERENCE TOGETHER WITH COMMUNITIES

We will ensure that we can continue to support families to combat homelessness.

We will do so by developing and implementing a strategic fundraising plan that aligns with organizational priorities, and by working collaboratively with the communities that support the Red Door.



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