
**Open Door Group
Strategic Plan
2023-2028**



**We open
doors to
opportunity**

Here for You

Open Door Group is a people-centered organization. We are committed to building genuine collaborative relationships that support meaningful work for everyone.

The work of Open Door Group takes place across British Columbia, Alberta, Saskatchewan, Manitoba, and Ontario – the homelands of over 500 distinct Indigenous nations and cultures. Our home office is located on the ancestral and unceded territories of the of the skwxwú7mesh, xʷməθkʷəy̓əm and səlilwətaʔ peoples. We extend thanks, honour, and respect to our hosts for stewarding these lands since time immemorial.

We are pleased to present to you Open Door Group's strategic plan, a comprehensive roadmap that outlines our mission, vision, values, guiding principles, goals, and strategies from 2023-2028. Our strategic plan centers around three primary goals, each aimed at creating a lasting impact on individuals and communities that we serve to foster well-being for all by opening doors to sustainable and meaningful employment.

If you have any questions or concerns, please do not hesitate to contact our team!



Mission

Fostering well-being for all through opening doors to sustainable and meaningful employment.



Values

Customer Experience

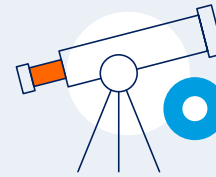
A customer's entire journey with Open Door Group, is considered and met with a high standard of quality and care. Every department. Every position.

Impact Through Results

We optimize our efforts by using impact as a guiding principle. We understand that being accountable in matching our actions to our words will have the greatest impact.

Accessibility, Diversity, Equity, Inclusion

To sustainably deliver on our mission, we must constantly examine and evolve. As a service provider and as an employer.



Vision

We envision a world where all people have access to opportunities that give them purpose, prosperity, and belonging.



Guiding Principles

Strengths-Based

All individuals bring value and have the ability to succeed. We are stronger together as a diverse team. We recognize what our core competencies are and build partnerships to fill in the gaps.

Informed Work

We use data and evidence to plan, make decisions, and support ongoing learning and improvements. We include input from the people impacted by our efforts.

Courage

We acknowledge the courage it takes to show up, to give and receive feedback, to be vulnerable and grow.



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Why Employment?

01

Employment is directly linked to almost all social determinants of health (housing, income, food insecurity, social safety network, social exclusion, health services, disability, etc.)

02

Employment builds **one's purpose, sense of value, and community connection.**

03

By focusing on helping people to participate in the labour market and to gain employment, **we can impact millions of people and help address labour shortages.**

STRATEGIC GOALS 2023 - 2028

IMPACT GOAL 1

Ensure people have access to timely, person-focused, accessible, culturally relevant services resulting in improved sustainable employment for all.



01

Expand Open Door Group's current service continuum to support people to achieve sustainable and meaningful employment.

02

Enhance service access through innovative service delivery channels and practices.

03

Develop and implement strategies for integrating accessibility and inclusion throughout Open Door Group's governance practices, programs, and operations.

STRATEGIC GOALS 2023 - 2028

01

Support employers across Canada to thrive through diverse, inclusive, and accessible workplaces and practices.

02

With a focus on employment practices, establish mutually beneficial partnerships with employers to support improved employment outcomes for people and to address current/emerging workforce needs.

03

Build on existing and new partnerships with all levels of government, broader industry and sector-based groups, unions, & educational institutions to improve employment opportunities and outcomes for all.

IMPACT GOAL 2

Strengthen employer, government, and sector wide partnerships to support sustainable employment results for all.

04

Build on existing and new community partnerships with specialized service providers, educational institutions, and all levels of government to ensure supports (housing, health, social and wraparound) are readily accessible and available for people pursuing sustainable employment.

05

Actively contribute to public policy leading to equitable and increased employment opportunities for all.

STRATEGIC GOALS 2023 - 2028

01

Growth:

| **Expand services** to other jurisdictions where Open Door Group's core competencies bring value, enhance local strengths, and contribute to greater social impact.

| **Diversify funding streams** in alignment with advancing the organization's mission.

02

Financial Stewardship:

| **Develop an economically sustainable financial model** that supports strong outcomes for our customers through effective service delivery and increased efficiency and innovation.

| **Build resiliency** through reserves and a responsive scalable framework to respond to unanticipated internal and external changes.

| **Develop guiding principles** for investment activities to maximize mission impact and maintain fiscal responsibility.

03

Investment in Our Team Members:

| **Establish Open Door Group as an employer of choice** in the human-services field, with a commitment to improved engagement, increased opportunity, and employee growth and well-being.

IMPACT GOAL 3

Ensure the long-term viability of Open Door Group through growth, financial stewardship, investment in our staff, a commitment to service excellence, and expanding our brand.

04

Commitment to Service Excellence:

| **Establish and implement a continuous improvement framework** resulting in improved person- focused, accessible, culturally relevant services, along with improved departmental/programs effectiveness and efficiencies.

| **Enhance internal operations** to achieve the highest standards of cyber security.

05

Expanding Our Brand:

| **Increase ODG's public profile** as a leader in impacting well-being through sustainable employment, particularly for people facing barriers.

Locations



For the most up-to-date hours and days of service, please [visit our website](#).

Vancouver East Hastings

134 East Hastings Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Vancouver Burrard

#900 – 1200 Burrard Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Vancouver West Pender

#200 – 250 West Pender Street, Vancouver, BC

Phone: 604-334-6372

[Email us](#) | [Visit our website](#)

Sechelt

5674 Cowrie Street, Sechelt, BC

Phone: 604-885-3351

[Email us](#) | [Visit our website](#)

Squamish

302 – 37989 Cleveland Avenue, Squamish, BC

Phone: 604-639-1743

[Email us](#) | [Visit our website](#)

Kamloops South Shore

#210 – 450 Lansdowne Street, Kamloops, BC

Phone: 250-377-3670

[Email us](#) | [Visit our website](#)

Kamloops North Shore

795 Tranquille Road, Kamloops, BC

Phone: 250-377-3670

[Email us](#) | [Visit our website](#)

Chase and District

822B Shuswap Avenue, Chase, BC

Phone: 250-679-8448

[Email us](#) | [Visit our website](#)

Clearwater

#100 – 240 Park Drive, Clearwater, BC

Phone: 250-674-2928

[Email us](#) | [Visit our website](#)

Barriere

#5 – 4480 Barriere Town Road, Barriere, BC

Phone: 250-672-0036

[Email us](#) | [Visit our website](#)

Locations

For the most up-to-date hours and days of service, please [visit our website](#).

Vancouver

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BC, Phone: 604-876-0773

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Kamloops

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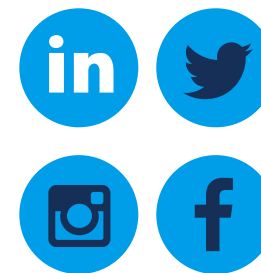
Kelowna

#245- 1855 Kirschner Road Kelowna,
BC, Phone: 604-872-0770

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