

OUR MISSION

To reduce the impact of poverty in Ottawa

OUR VISION

A city without poverty where all residents live with dignity

THE CONTEXT OF OUR WORK

The Caldwell Family Centre plays a critical role in supporting residents of Ottawa who are impacted by poverty. In collaboration with partners, and supported by dedicated staff and volunteers, we strive to meet clients' needs in a variety of areas, including food security, child and youth programming, social engagement and facilitating access to other critical services.

Our strategic plan for 2026-2029 looks to the future, focussing on our core food programs while continuing to build a strong foundation for our community services. We aim to expand our connections, raise our visibility, ensure long-term sustainability and maintain a welcoming, supportive environment for clients, staff and volunteers. Through these efforts, the Caldwell Family Centre will help to foster a connected, inclusive community where all feel supported and empowered.

STRATEGIC GOALS AND KEY STRATEGIES

CLIENT SERVICES

Reduce the impact of poverty and foster a connected and inclusive community

- As a priority, meet the increasing demand to reduce the level of food insecurity in our client community
- Stabilize and strengthen our community programming including through partnerships that support client service

COLLABORATION & ENGAGEMENT

Increase Caldwell Family Centre's reach and visibility

- Focus communication efforts to raise Caldwell's profile and reach
- Better leverage the breadth of capacity and competency of our volunteers and keep them engaged
- Formalize strategic partnerships that increase Caldwell's visibility and community engagement

SUSTAINABLE INFRASTRUCTURE

Safe and accessible infrastructure to meet evolving community and staff needs

- In collaboration with Ottawa Community Housing, the City of Ottawa and other service providers, seek ways to address current facility shortfalls
- Consider options for a long-term location

FISCAL RESPONSIBILITY

Increase funding and improve financial sustainability

- Ensure program alignment with financial capacity
- Broaden and grow sources of financial support across grants, foundations, corporations, core funding and donations (including legacy)
- Replenish Caldwell's strategic reserve

OUR VALUES

RESPECT

We hold the rights of all persons in the highest regard and treat others with dignity in a non-judgmental, caring and clean environment

EMPOWERMENT

We encourage and support our clients, staff and volunteers to achieve their full potential and control their own destinies

COLLABORATION

We work together with our clients and partners in developing services that are responsive to the changing needs of the community

SECURITY

We work towards the emotional, physical and financial security of our clients and our organization

OUTCOMES

CLIENT SERVICES

- Implemented innovative and client-responsive measures to continue to reduce the impact of food insecurity
- Ensured sustainable community programming and maintained and built effective partnerships to address community needs

COLLABORATION & ENGAGEMENT

- Raised Caldwell profile community-wide
- Fully utilizing volunteer expertise and capacity
- Deepened engagement with partners through structured communication, outreach and joint programming

SUSTAINABLE INFRASTRUCTURE

- Eliminated current facility shortfalls
- Developed plans for a more suitable long-term location(s) for Caldwell services

FISCAL RESPONSIBILITY

- Aligned programs, including social enterprises, with financial resources
- Established new and increased sources of financial support through fundraising and donor engagement strategy
- Replenished strategic reserve supports financial stability and flexibility