



Redefining Possibilities:  
Our **BLUEPRINT** for a Brighter Future  
STRATEGIC PLAN 2024 -2027



**iINN**  
FROM THE COLD



# LAND ACKNOWLEDGEMENT

Inn from the Cold's commitment to Reconciliation starts with acknowledging the immense honour and privilege of living and working within the Treaty 7 region. We recognize that this place, where the Bow River meets the Elbow River, is traditionally known as Moh'kins'tsis to the Blackfoot, Wîchîspa to the Stoney Nakoda, and Guts'ists'i to the Tsuut'ina.

We acknowledge the traditional and ancestral territory and oral practices of the people of the Treaty 7 region in Southern Alberta. This includes the Blackfoot Confederacy, made up of the Siksika, Piikani, and Kainai First Nations; the Stoney (Îyâxe) Nakoda First Nations, comprised of the Chiniki, Bearspaw, and Goodstoney First Nations; and the Tsuut'ina First Nation. Calgary is also the homeland of the historic Northwest Métis and the Métis Nation of Alberta, Region 3.

We deeply respect the enduring presence and contributions of all the First Nations, Métis, and Inuit peoples whose footsteps have marked these lands for countless generations.



## WHO WE ARE

**Helping families overcome the obstacles that can lead to a cycle of homelessness** – that's what we strive to do with every family that asks Inn from the Cold for help.

For over 25 years, Inn from the Cold has supported families in finding stability during times of crisis. We empower independence and foster resilience, guided by our belief that every child and family should have a safe and stable place to call home.

# Our mission, vision & values.

## VISION

A thriving community where every child and family has a safe and stable place to call home.

## MISSION

We empower independence and foster resilience for children and families by providing shelter, housing, and comprehensive supports that honour diverse cultural perspectives and unique life experiences.

## VALUES

### COMPASSIONATE

We embody kindness, empathy, and a genuine commitment to supporting others.

### RESPECTFUL

We hold ourselves and others in high regard and our actions honour the rights, differences and dignity of all.

### COURAGEOUS

We are bold and use our voice to advocate for families and inspire collective action to breakdown systemic barriers and solve family homelessness.

### ACCOUNTABLE

We do what we say and we operate with transparency and integrity in our relationships and commitments.

### INCLUSIVE

We believe that everyone belongs. We break down barriers and are committed to the journey of reconciliation, anti-racism and equity for all.

### INNOVATIVE

We embrace creativity, continuous learning and collaboration to drive positive, equitable and impactful change.



## We are all about people.

We recognize that people are at the heart of our mission and their wellbeing is our utmost priority. Everyone including the families, staff, volunteers and community, who come through the doors at The Inn is unique and deserving of compassion, respect, and dignity. We pledge to listen attentively, empathize deeply, and respond with unwavering dedication to their needs. We are committed to providing ethical and inclusive spaces, holistic support, and opportunities for self-empowerment. Our commitment to being people-centric guides every decision we make and ensures that those we work with are at the forefront of our efforts.



## We take bold action towards reconciliation and equity.

We are deeply committed to the long journey of reconciliation. We will work alongside Indigenous peoples, to break down systemic barriers and dismantle oppressive structures that have inflicted harm upon Indigenous communities.

We recognize that Indigenous people, women, 2SLGBTQ+ individuals, and racialized communities are historically marginalized and continue to be discriminated against, underserved and overrepresented in homelessness and poverty.

We are committed to actively listening to their needs and ensuring their voices are heard in addressing the systemic barriers that contribute to homelessness and poverty and will work tirelessly to create lasting equitable solutions.

Through ongoing learning, reflection, and action, we strive to break down barriers, promote reconciliation and equity, and create an inclusive and anti-racist environment where every person, regardless of their background, can thrive.



## We are trauma-informed.

We are unwavering in our commitment to establish a safe, supportive, and trauma-sensitive environment. We acknowledge that trauma affects everyone, including our coworkers, the families we serve, and ourselves personally. We will actively strive to understand the individual needs and experiences of each person, treating them with empathy, respect, and dignity. We will pursue continuous education on trauma-informed practices and integrate this knowledge into our programs, services, and daily interactions. Our dedication to being trauma-informed extends to promoting healing, resilience, and empowerment for all those connected to our work.



# Our Strategic Focus

Inn from the Cold has a long history of success in supporting families in times of crisis. As we look to the future, this plan builds upon what we know to be effective, and allows us to redefine possibilities. Our Strategic Plan for 2024 – 2027 prioritizes the focus of our actions, efforts and investments so that we can break the cycle of family homelessness and contribute to a thriving community where every child and family has a safe and stable place to call home.

## 1. BUILDING A STRONG AND INCLUSIVE ORGANIZATION

## 2. STRENGTHENING AND SUSTAINING OUR SOCIAL IMPACT

## 3. DRIVING CHANGE THROUGH COMMUNITY LEADERSHIP AND ENGAGEMENT

### Strategic Pillars

#### BUILDING A STRONG AND INCLUSIVE ORGANIZATION

#### STRENGTHENING AND SUSTAINING OUR SOCIAL IMPACT

#### DRIVING CHANGE THROUGH COMMUNITY LEADERSHIP AND ENGAGEMENT

1. We will strive to be an employer of choice by creating a workplace culture that fosters a sense of belonging and commitment and prioritizes the wellbeing of all.
2. We will attract, support and retain diverse and skilled individuals who align with the organization's mission, and values.
3. We will develop strategies to advance reconciliation, equity, diversity, and inclusion and embed them throughout the organization.
4. We will cultivate sustainability strategies and opportunities to ensure the long-term financial viability and resilience of our organization.
5. We will improve our internal capacity through technology, training, operational and leadership investments to strengthen all aspects of the organization.

6. We will forge collaborative partnerships and build meaningful relationships with organizations, community stakeholders, First Nations and government entities, that align with our values, to achieve our mission and meet the needs of vulnerable families.
7. We will develop and implement initiatives to increase and advocate for the availability of affordable housing options for families in need.
8. We will drive change and action that actively promotes reconciliation and integrates Indigenous worldview into the organization's service delivery model.
9. We will enhance our ability to adapt and respond to the emerging landscape of family homelessness and implement best practices in trauma-informed and culturally competent person-centered care.
10. We will seek guidance and advice from trusted advisors, Indigenous peoples and those with lived experience.

11. We will take an active role in advocating for policy and systems changes that address the root causes of family homelessness, dismantle systemic barriers and advance reconciliation.
12. We will increase community awareness and understanding of the complexities surrounding family homelessness and use an approach that fosters empathy, challenges misconceptions, and inspires collective action.
13. We will advance our reputation as a leader in supporting families experiencing homelessness, by pursuing collaborative initiatives, sharing our expertise and insights and contributing to the field of knowledge and research on family homelessness.

### Target Outcomes

### Enablers

Impact and Outcome-Based Decision Making

Collaborative Partnerships

Financial Sustainability

Person-Centered Approaches





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