



A Community Ministry of the
Anglican Diocese of Ottawa

Strategic Plan 2017-2021

**The Well/La Source Strategic Plan
2017-2021**

The Well/La Source Strategic Plan 2017-2021

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Vision

A supportive and inclusive community where women gather to connect and build on their strengths

Mission

The Well/La Source delivers programs that support women in meeting their basic needs, making their life choices and participating in their community

Values and Principles

All women deserve to be valued and respected

All women deserve the opportunity to give voice with others in seeking justice, equality and dignity

All women, regardless of abilities, deserve the right to discover and engage in meaningful, purposeful activities

All women deserve the opportunity to experience the fullness of life in all its dimensions: spiritual, physical and emotional

All women are capable of moving forward with their life choices

All women deserve the opportunity for mutually trusting and respectful relationships

All women deserve a safe community where they are included, supported and respected

The Well/La Source collaborates with the wider community to ensure all women have access to effective tools, resources and supports required to build the life they choose for themselves

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Executive Summary

The Well/La Source is one of five Community Ministries operated by the Anglican Diocese of Ottawa. The Well/La Source is guided by the core values of the Community Ministries which above all else, in a spirit of mutuality, respect the dignity of every human being and are rooted in the desire to address social injustice. Many of the women we serve experience challenges and injustices in their lives, including homelessness, poverty and ill health. The Well/ La Source takes a holistic approach and provides programs that range from meeting basic needs to addressing social, health and spiritual needs.

The strategic directions identified in this plan are a result of the visioning day, the feedback from the questionnaires, the risk management plan and the previous strategic plan 2015-2017.

Strategic Directions

| Funding – A Secure Base | | | |
|-------------------------|---|---|--|
| Direction | Fundraising | Events | Expand Funding Base |
| Desired Outcome | Develop a fundraising strategy and action plan around annual appeal, major gifts, planned giving and grant applications | Plan annual fundraising events with a focus on both fundraising and raising awareness | Maintain and expand sustainable funding sources and capabilities |
| | Identify short, medium and long term fundraising targets | Maintain current Women of the Well (WoW) fundraising activities | Ensure appropriate evaluation and reporting practices in order to secure funding |
| | Cultivate and sustain relationships with current donors | | |
| | Develop a donor strategy for soliciting new donors | | |
| | Research and engage corporate donor possibilities | | |

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| Food Program | | | |
|-------------------------|---|--|---|
| Direction | Educate our participants on health and nutrition, and provide them with healthy food during breakfast and lunch | Create an environment where participants can develop skills and be involved in food preparation | Create a service delivery method that promotes the reduction of waste and maximizes nutritional content. |
| | Desired Outcomes | <p>Provide participants with the opportunity to learn about nutrition</p> <p>Have regular learning sessions based on particular dietary needs</p> <p>Assess the dietary needs of the population we serve</p> <p>Provide healthy food options during meals</p> | <p>Provide opportunities for learning about food preparation</p> <p>Provide participants with work experience and meaningful activity</p> <p>Reduce waste and manage our resources efficiently</p> <p>Provide the participants with a choice in the food they consume</p> |
| Participant Programs | | | |
| Direction | Continue to provide current programs | Investigate the opportunity to provide new programs in addition to those already offered | |
| Desired Outcomes | <p>Continue to provide services that allow the women to gather and connect socially</p> <p>Monitor the programs offered on an annual basis to ensure that the programs offered are meeting the women's needs</p> <p>Investigate opportunities to collaborate with St. John the Evangelist or another community partner for the clothing program</p> | <p>Review the list of supports identified in the 2014 survey and explore which ones have the potential to be added to the overall participant programs</p> <p>Explore the possibility of offering some evening and weekend programs</p> <p>Explore the possibility of offering different type of programs for seniors</p> <p>Identify how these new programs would be funded and resourced</p> | |

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| Increase Collaboration/Partnerships with other Agencies | | | | |
|---|--|--|--|---|
| Direction | Cultivate partnerships | Develop new partnerships | Explore opportunities for collaboration with other Community Ministries | Consult other community agencies |
| Desired Outcome | <p>Ensure existing partnerships are maintained</p> <p>Continue to provide a space where community organizations can deliver programming to the women of the Well, who would not otherwise have access to these services</p> <p>Identify new opportunities for program delivery in collaboration with existing partners</p> | <p>Identify and engage community organizations in new partnerships that can deliver new programming to the women of the Well, including cultural education</p> <p>Expand the demographics of the women of the Well to include a more diverse range of women from the Ottawa area</p> <p>Survey women of the Well to determine a) interest in new partnerships, and b) additional areas of interest that could be supported by additional partnerships</p> <p>Ensure appropriate human and financial resources are dedicated to establishing and coordinating new partnerships.</p> | <p>Identify opportunities to share resources</p> <p>Formalize the sharing of relief staff and continue to develop the pool of relief staff across Community Ministries</p> | <p>Reach out to City of Ottawa and community partners to determine if any other organization is conducting a gap analysis of Ottawa services</p> <p>Conduct new survey of women of the Well to identify gaps in services from their perspective</p> <p>Conduct survey of community agencies to identify gaps in services provision</p> <p>Collaborate with community partners to determine if it can fill any of these gaps in service</p> <p>Ensure the Well has proper resources to carry out the gap analysis, including involving the Management Board and Well volunteers.</p> |

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| Ensure Adequate Resourcing | | |
|----------------------------|--|---|
| Direction | Succession planning for staff members | Develop and maintain volunteer base |
| Desired Outcomes | <p>Develop an HR strategy that will allow for succession planning for staff members about to retire</p> <p>Identify hiring options for all positions</p> | <p>Strengthen the volunteer management program and practices for recruitment and training</p> <p>Develop volunteer job descriptions</p> <p>Partner with other community ministries to leverage volunteers</p> |

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Introduction

The Well/ La Source (The Well) first opened at St. Luke's Church on January 4, 1984 and is now located at St. John The Evangelist Church on Somerset St. The Well was originally a three day a week drop-in program completely staffed by volunteers. By mid-summer 1984, The Well acquired its first staff member and became a five day a week program to meet the increasing need for its services. The Well is a safe space that allows disadvantaged women to come together in an environment where dignity and respect for all are the guiding principles. In 1990, an average of 36 women visited The Well each day. The average number of visitors has since increased to up to 100 women each day. The Well now has eight staff members and many dedicated volunteers. In 2016 The Well had approximately 25,500 visits.

The Well is one of five Community Ministries that share a set of core values. Above all else, in a spirit of mutuality, Community Ministries respect the dignity of every human being and are rooted in the desire to address social injustice. Many of the women we serve experience challenges and injustices in their lives, including homelessness, poverty and ill health. The Well takes an holistic approach and provides programs that range from meeting basic needs to addressing social, health and spiritual needs.

The Strategic Planning Process

In the summer of 2016, a committee comprised of Management Board members and the Executive Director met with a consultant to start the strategic planning process for The Well/La Source. A project charter was developed as a guideline for how the strategic plan would be developed for The Well/La Source. The charter identified key objectives, the governance process and roles and responsibilities.

In October, a visioning day was held with participation from management board members, staff, volunteers and the Executive Director. The session was facilitated by a consultant with the goal to focus exclusively on the foundational elements of the vision, mission and philosophies as a preliminary step prior to moving into the development of strategic directions, priorities and activities for the strategic plan. The design of the session was intended to provide a framework for sharing, listening and understanding more deeply one another's perspectives. The collective wisdom that emerged from the visioning session was that people were unclear about the meaning of some of the words and concepts in the vision, mission and philosophies. The overall outcome of this session was agreement that the vision, mission and philosophies needed to be revised to better reflect the core purpose of The Well and the experience of the women who use the service. Based on the feedback received at the visioning day the vision, mission and philosophies were revised and approved by the management board.

In November a questionnaire was developed and sent to a wide range of stakeholders including

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partner organizations, donors and members of the local community. A good number of responses (58) with constructive and helpful comments were received.

The Strategic Planning Working Group also drew on the results of a survey of program participants, undertaken during 2015.

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Strategic Directions

The strategic directions were identified as a result of the visioning day, the feedback from the questionnaires, the risk management plan and the previous strategic plan 2015-2017.

Strategic Direction 1: Funding - a secure base.

In line with the Financial Development Plan for the Community Ministries of Ottawa, The Well will focus on securing and developing its financial resources through fundraising. The Well will participate in the collective fundraising initiatives of the Community Ministries and also conduct its own individual fundraising activities. The Well will also improve the experience of donors by strengthening relationships with them and providing them with the opportunity to engage in the day-to-day life of the program.

Direction: Fundraising

Desired Outcomes:

- Develop a fundraising strategy and action plan. Plan to include goals relating to an annual appeal, major gifts, planned giving and grant applications
- Identify short, medium and long term fundraising targets
- Cultivate and sustain relationships with current donors
- Develop a donor strategy for soliciting new donors
- Research and engage corporate donor possibilities

In the first year of the plan the focus will be on individual and group donors and the annual campaign.

Direction: Events

Desired Outcomes:

- Plan annual fundraising events with a focus on both fundraising and raising awareness
- Maintain current Women of the Well (WoW) fundraising activities

Direction: Expand Funding Base

Desired Outcomes:

- Maintain and expand sustainable funding sources and capabilities
- Ensure appropriate evaluation and reporting practices in order to secure funding

The Well acknowledges its core funding from The City of Ottawa. Additional sustainable funding is needed in order to secure the funding base and to ensure a balanced budget.

Strategic Direction 2: Food Program

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Access to nutritious food is seen as one of The Well's core functions. Food security, meaning supply and access to a reliable source of nutrition is one of the greatest challenges facing many of our participants. The Well collaborates with the Ottawa Food Bank, Centretown Emergency Food Centre and other agencies to work towards food security for all. The Well wishes to both provide a safety net to women by providing them with food directly and also to help them gain independence in securing their own food.

A focus on healthy food and nutrition will support our fundraising activities and strengthens the case for support from funders and donors.

Direction: Educate our participants on health and nutrition, and provide them with healthy food during breakfast and lunch.

Desired Outcomes:

- Provide participants with the opportunity to learn about nutrition
- Have regular learning sessions based on particular dietary needs (diabetes, high blood pressure, stroke and heart disease)
- Assess the dietary needs of the population we serve , including cultural needs, and plan meals to meet these needs
- Provide healthy food options during meals

Based on survey results, participants were interested in learning more about nutrition and making healthy food choices. Education and support around making healthy choices will be explored.

Direction: Create an environment where participants can develop skills and be involved in food preparation

Desired Outcomes:

- Provide opportunities for learning about food preparation
- Provide participants with work experience (i.e. dishwashing, food preparation)

The Well will offer teaching and guidance to people who would like to work in the kitchen as volunteers. Training will include general safety, food handling and hygiene. Work experience gained in the kitchen is seen as valuable both as a way of providing transferrable skills for the paid workplace and also as meaningful activity and occupation.

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Direction: Create a service delivery method that promotes the reduction of waste and maximizes nutritional content.

Desired Outcomes:

- Reduce waste and manage our resources efficiently
- Provide the participants with a choice in the food they consume

During the first phase, we will explore various service delivery options to reduce waste during the preparation and distribution of meals. We will provide participants with a choice regarding their meals as part of our commitment to high quality nutrition and dietary needs being met. Simultaneously we will prepare comprehensive analysis of expenditures, food bank donations, and budgetary constraints.

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Strategic Direction 3: Participant Programs

The Well/La Source currently offers a variety of programming such as social and recreational activities, special events and outings, spiritual care, volunteer-led services, supportive services and practical supports. Based on the responses received from the questionnaire these programs are widely used. The most used services are the social activities and social connection type programs.

Direction: Continue to provide current programs.

Desired Outcomes:

- To continue provide services that allow the women to gather and connect socially
- To ensure that the programs offered meet the needs of the women
- The management board will monitor the programs offered on an annual basis to ensure that the programs offered are meeting the women's needs
- With respect to the clothing program which is resource intensive, investigate opportunities to collaborate with St. John the Evangelist or another community partner

Direction: The Well/La Source will investigate the opportunity to add new programs to those already offered.

Desired Outcomes:

- Review the list of supports identified in the 2014 survey and explore which ones have the potential to be added to the overall participant programs
- Explore the possibility of offering some evening and weekend programs
- Explore the possibility of offering different type of programs for seniors
- Identify how these new programs would be funded and resourced

The responses to the 2016 questionnaire indicated a need for programs to be offered in the evening and on weekends. The same questionnaire also indicated a need for more programs to be offered to seniors.

Responses to the 2015 survey indicated that many women would like to be offered programming supports that would increase their social and economic engagement in the wider community.

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Strategic Direction 4: Increasing Collaboration/Partnerships with other agencies

Partnerships are a key component of our operations. The importance of partnerships is reflected in our philosophy which states that “The Well/La Source collaborates with the wider community to ensure all women have access to effective tools, resources and supports required to build the life they choose for themselves”. Partnerships and collaboration bring a richness to our programs and also maximize the use of resources. As such, the Well will place a strong emphasis on the nurturing and development of partnerships for the 2017 to 2021 period.

Direction: The Well will continue to cultivate its partnerships with other organizations and services in the Ottawa area in order to ensure that women have access to the tools, resources and supports they need to meet their needs and make their own life choices.

The partner organizations which already work with the Well to connect with women in the Ottawa community include:

- Housing Help
- Sexual Assault Support Centre of Ottawa (SASC)
- Elizabeth Fry Society
- Royal Ottawa Mental Health Outreach Program
- Ontario Aboriginal HIV/AIDS Society (OAHAS)
- Metis Nation of Ottawa
- Centretown Community Health Centre
- Amethyst Women’s Addiction Centre
- University of Ottawa Legal Clinic
- Ottawa Public Health Department

Desired Outcomes:

- Ensure existing partnerships are maintained.
- Continue to provide a space where community organizations can deliver programming to the women of the Well, who would not otherwise have access to these services.
- Identify new opportunities for program delivery in collaboration with existing partners

Direction: The Well will work to develop new partnerships with additional community organizations.

Desired Outcomes:

- Identify and engage community organizations in new partnerships that can deliver new programming to the women of the Well, including cultural education and occupational activities. Such community organization include but are not limited to:
 - Youth Services Bureau
 - Ottawa Muslim Association

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- LGBTQ Community
 - Inuit Women Of Canada
 - Immigrant Women Services of Ottawa
 - ACORN
 - Operation Come Home
 - Women's Warriors Garden
 - St John the Evangelist and local businesses
-
- Expand the demographics of the women of the Well to include a more diverse range of women from the Ottawa area, including but not limited to:
 - Young women,
 - French language speakers,
 - Visible minority populations,
 - Indigenous women,
 - New Canadians, and
 - The LGBTQ community.
 - Survey women of the Well to determine a) interest in new partnerships, and b) additional areas of interest that could be supported by additional partnerships.
 - Ensure appropriate human and financial resources are dedicated to establishing and coordinating new partnerships.

Direction: Explore opportunities for in depth collaboration with other Community Ministries.

Desired Outcomes:

- Identify opportunities to share resources
- Formalize the sharing of relief staff and continue to develop the pool of relief staff across Community Ministries

Direction: Consult other community agencies to determine if there any gaps in services provision for women in the Ottawa area.

Desired Outcomes:

- Reach out to City of Ottawa and community partners to determine if any other organization is conducting a gap analysis of Ottawa services.
- Conduct new survey of women of the Well to identify gaps in services from their perspective.
- Conduct survey of community agencies to identify gaps in services provision.
- Collaborate with community partners to determine if it can fill any of these gaps in service.
- Ensure the Well has proper resources to carry out the gap analysis, including involving the Management Board and Well volunteers.

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Strategic Direction 5: Ensuring Adequate Resourcing

As identified in this strategic plan The Well/La Source currently offers a number of programs. The plan outlines the opportunities to add new programs, establish new community partnerships, increase funding and re-evaluate the food program. All of this takes resources, both financial and human resources. Financial resources will be covered as part of the Funding strategy.

The Well/La Source has 4 full time staff and 4 part time staff and makes regular use of relief staff as needed. Some of the staff will be retiring in the next few years and their replacement will need to be considered as part of the final phase of this strategic plan.

Collaboration with other Community Ministries is seen as a way of maximizing use of existing human and financial resources.

Direction: Succession planning of staff members

Desired Outcomes:

- Develop an HR strategy that will allow for succession planning for staff members about to retire
- Identify hiring options for all positions

Direction: Develop and maintain volunteer base

Desired Outcomes:

- Strengthen the volunteer management program and practices for recruitment and training
- Develop volunteer job descriptions
- Partner with other community ministries to leverage volunteers

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Conclusion

This strategic plan will come into effect in September 2017. Through the strategic planning process The Well/La Source has identified some immediate and long term goals. The immediate goals are to continue with existing programming and partnerships to ensure that the needs of the Women of The Well are met. Another immediate goal will be to focus on fundraising, concentrating on individual and group donors.

As well, this fall, The Well/La Source will explore ways to improve the food program by looking at various service delivery options with respect to offering more healthy food options and reducing waste.

Above all, The Well/La Source will continue to be a place where women who face significant challenge in their lives are welcomed and offered supports to address these challenges.

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Appendices

Questionnaire to Partner Organizations 2016

| Do you work in any of the following areas : | | |
|--|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Health Care | 13.5% | 7 |
| Housing | 19.2% | 10 |
| Day Programs | 36.5% | 19 |
| Employment Supports | 0.0% | 0 |
| VAW services | 7.7% | 4 |
| Addictions services | 5.8% | 3 |
| Inuit organisations | 1.9% | 1 |
| First Nations organisations | 1.9% | 1 |
| Metis organisations | 1.9% | 1 |
| Other (please specify) | 42.3% | 22 |
| <i>answered question</i> | | 52 |
| <i>skipped question</i> | | 4 |

| Have you heard of The Well/La Source ? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Yes | 100.0% | 56 |
| No | 0.0% | 0 |
| <i>answered question</i> | | 56 |
| <i>skipped question</i> | | 0 |

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| In which type of housing do the people you work with typically live? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Rooming House | 37.8% | 17 |
| Shelter | 40.0% | 18 |
| Ottawa Community Housing | 55.6% | 25 |
| Supportive Housing | 44.4% | 20 |
| Privately rented accomodation | 44.4% | 20 |
| Privately owned accomodation | 31.1% | 14 |
| Comment | | 6 |
| <i>answered question</i> | | 45 |
| <i>skipped question</i> | | 11 |

| Do your clients use The Well/La Source ? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Yes | 67.4% | 31 |
| No | 15.2% | 7 |
| Don't know | 17.4% | 8 |
| <i>answered question</i> | | 46 |
| <i>skipped question</i> | | 10 |

| Which programs at The Well/La Source do the women you work with use? | | |
|---|-------------------------|-----------------------|
| Answer Options | Response Percent | Response Count |
| Breakfast | 76.9% | 20 |
| Lunch | 88.5% | 23 |
| Donated clothing | 80.8% | 21 |
| Social activities and social connection | 80.8% | 21 |
| Computer room | 61.5% | 16 |
| Spiritual and pastoral care | 46.2% | 12 |
| Educational session and groups | 61.5% | 16 |
| Links and referrals to physical and mental health services | 61.5% | 16 |
| A social group where they can bring their children | 50.0% | 13 |
| Please add comments about any aspect of our programming. | | 6 |
| <i>answered question</i> | | 26 |
| <i>skipped question</i> | | 30 |

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Which programs might be useful to women you work with or vulnerable women in our community?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Breakfast | 84.6% | 11 |
| Lunch | 92.3% | 12 |
| Donated clothing | 76.9% | 10 |
| Social activities and social connection | 92.3% | 12 |
| Computer room | 76.9% | 10 |
| Spiritual and pastoral care | 69.2% | 9 |
| Educational session and groups | 69.2% | 9 |
| Links and referrals to physical and mental health services | 76.9% | 10 |
| A social group where they can bring their children | 76.9% | 10 |
| None of the above | 0.0% | 0 |
| Please add comments about any aspect of our programming. | | 5 |
| <i>answered question</i> | | 13 |
| <i>skipped question</i> | | 43 |

Do you see a need for out of hours programming?

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Yes - Evenings | 52.4% | 22 |
| Yes - Weekends | 59.5% | 25 |
| No - no need for weekend or evening programming. | 4.8% | 2 |
| Unsure | 31.0% | 13 |
| Please comment | | 8 |
| <i>answered question</i> | | 42 |
| <i>skipped question</i> | | 14 |

Do you think there is a need for more programming aimed at children?

| Answer Options | Response Percent | Response Count |
|---------------------------------|------------------|----------------|
| Yes | 25.6% | 11 |
| No | 18.6% | 8 |
| Unsure | 55.8% | 24 |
| Please comment | | 7 |
| <i>answered question</i> | | 43 |
| <i>skipped question</i> | | 13 |

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| Do you think that there is a need for more programming aimed at senior women? | | |
|---|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| Yes | 69.8% | 30 |
| No | 7.0% | 3 |
| Unsure | 23.3% | 10 |
| Other (please specify) | | 7 |
| <i>answered question</i> | | 43 |
| <i>skipped question</i> | | 13 |

| Are you aware of any gaps in service provision for vulnerable women in our community? | |
|---|----------------|
| Answer Options | Response Count |
| | 21 |
| <i>answered question</i> | 21 |
| <i>skipped question</i> | 35 |

| Please comment on any upcoming initiatives you are aware of that The Well/La Source may be able to collaborate in. | |
|--|----------------|
| Answer Options | Response Count |
| | 12 |
| <i>answered question</i> | 12 |
| <i>skipped question</i> | 44 |

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Survey – The Well/Volunteer Employee Survey 2015

Demographic & Services Data

1.

| A | B | C | D |
|-------|--------|--------|--------|
| 2 | 17 | 14 | 15 |
| 4.25% | 36.17% | 29.78% | 31.91% |

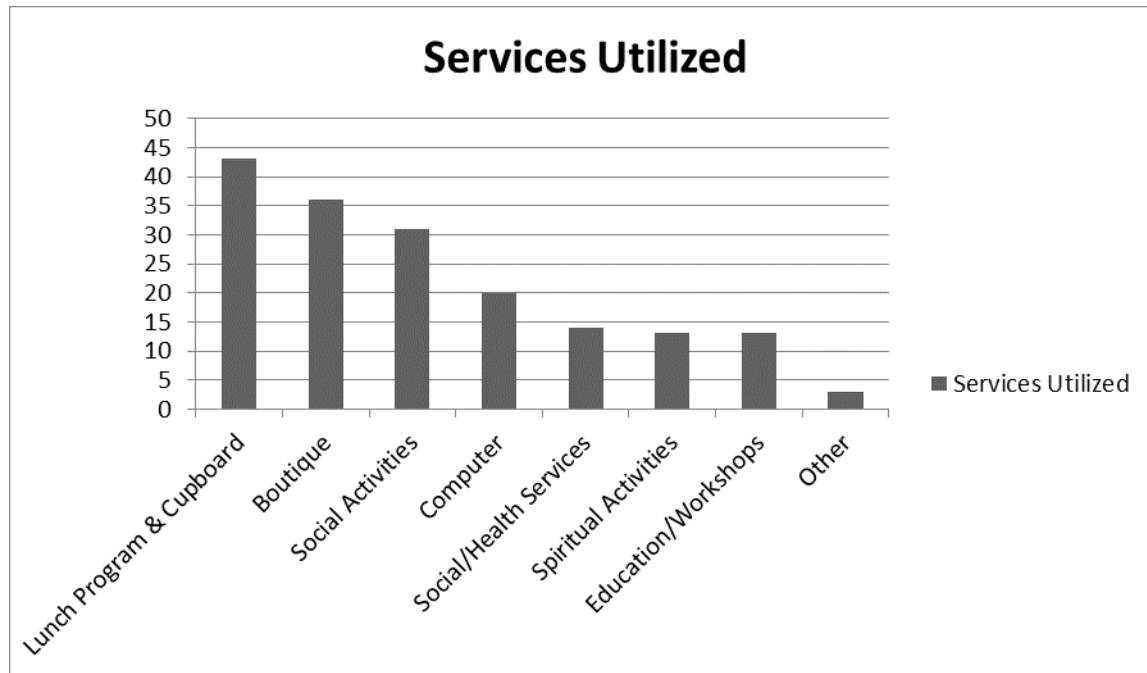
This indicates that most participants have been coming for at least a year, and not many are newcomers. Another possibility is that women new to The Well did not fill out the survey.

2.

| A | B | C | D |
|--------|-------|--------|--------|
| 9 | 3 | 20 | 15 |
| 19.14% | 6.38% | 42.55% | 31.91% |

This indicates that most participants come to The Well over two times a week.

3.



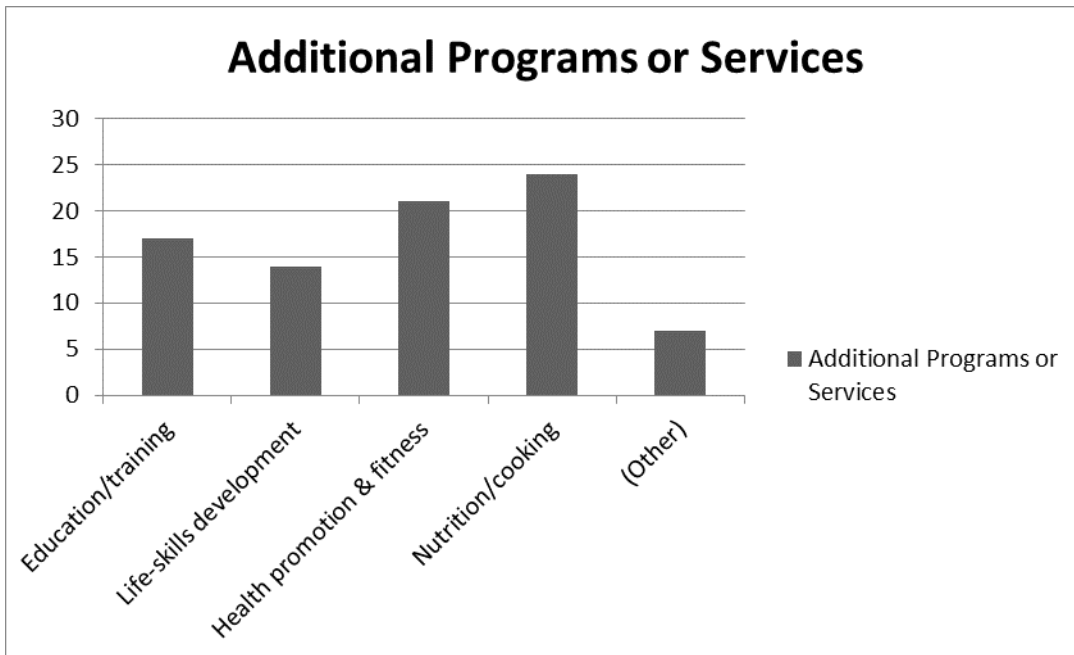
Lunch Program & cupboard, the boutique, and social activities are reportedly the most widely used services at The Well. Some other services within the “other” category were: art, day trips, bingo, advice, counsel, emergency situations, arts & crafts.

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4. Suggestions for education and workshops include:

| | |
|----------------------------|-------------------------|
| CPR | Pain Management |
| Computer Skills | Yoga/Tai Chi/Meditation |
| Trade | Walking Group |
| Musical Skills | Book Club |
| Art | Computer Skills |
| Languages | Housing |
| FSL (*overwhelming demand) | Peer Support |
| Tutoring | Health Support |
| Certificate programs | Wellness programs |
| Italian | Recovery programs |
| Anger Management | Crafts |
| Conflict Resolution | |

5.



Other suggestions included: bullying, (cliques), free wifi, SWs for single mothers, weight control group, anger management, conflict resolution, sensitivity training re:race, religion LGBTQ, budgeting, time management, kick boxing, musical instruments & French language skills

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6. Is lunch at the Well the primary meal of the day?

| Yes | No |
|------------|-----------|
| 29 | 16 |
| 64.44% | 35.55% |

Lunch is the primary meal of the day for most of the respondents.

7. Participants find meals during evenings and weekends at the following places:

- Yes 11, No 2
- St Joe's
- The Mission
- Salvation Army
- Centre Sophie
- 507
- Eat at home
- Eat at friends' houses
- Minwaashan lodge
- Chalmers
- Bronson Place

8. Do you have trouble finding services during evenings and weekends?

| Yes | No |
|------------|-----------|
| 19 | 28 |
| 40.42% | 59.57% |

Although the numbers are not far off for both yes and no, most people reported NOT having trouble finding services on evenings or weekends.

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9. Desired services and places to go when The Well is closed:

| Supportive Places Visited | Services Sought Out |
|---|---|
| <ul style="list-style-type: none"> • Movie night at George St. Shelter • Somerset West health centre • St. Joe's • Sophie's • Centretown food bank • Women's centres • Public Health • Wabano • Housing Services • Minwaashin | <ul style="list-style-type: none"> • Movie night • Food Bank • Inexpensive dental for seniors • Social gatherings • Job opportunities • Fellowship • Culinary • Health • meals • Social worker • Housing services • Help for tenants • Outings • Addictions counselling |

10. Do you use other day programs or lunch programs in the community?

| Yes | No |
|-----|-----|
| 23 | 24 |
| 49% | 51% |

Almost half of participants that filled out the survey do visit other day or lunch programs in the community.

11. Other day programs used in the community are:

- St. Joe's
- First Baptist Church
- Sophie's
- St. Luke's
- Shepherds of good hope
- Narcotics Anonymous
- Dominion Chambers lunch/clothing
- Chalmers
- Centre 507
- Minwaashin
- Jack Purcell

12. (invalid question; too many participants did not understand rating system)

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13. Education or skills-based training suggestions:

| | |
|-----------------------------|-----------------------------------|
| Job specific skills | Sensitivity training: re cultures |
| Independence | Spanish |
| Culinary skills | Sewing |
| Catering | Italian |
| Writing | Reading |
| Computers | Tutoring |
| Networking | Philosophy |
| Music | Parenting |
| Money Management | CPR |
| Life Skills | Anger Management |
| English Language Skills | Self-Awareness |
| French as a second language | Anxiety |
| Quilting | |

Categories

Self-growth & interpersonal development (independence, anger management, anxiety, self-awareness, sensitivity training re:cultures)

Languages (French, Spanish, Italian, English)

Life-skills (sewing, parenting, reading, cooking, computer skills, money management, writing)

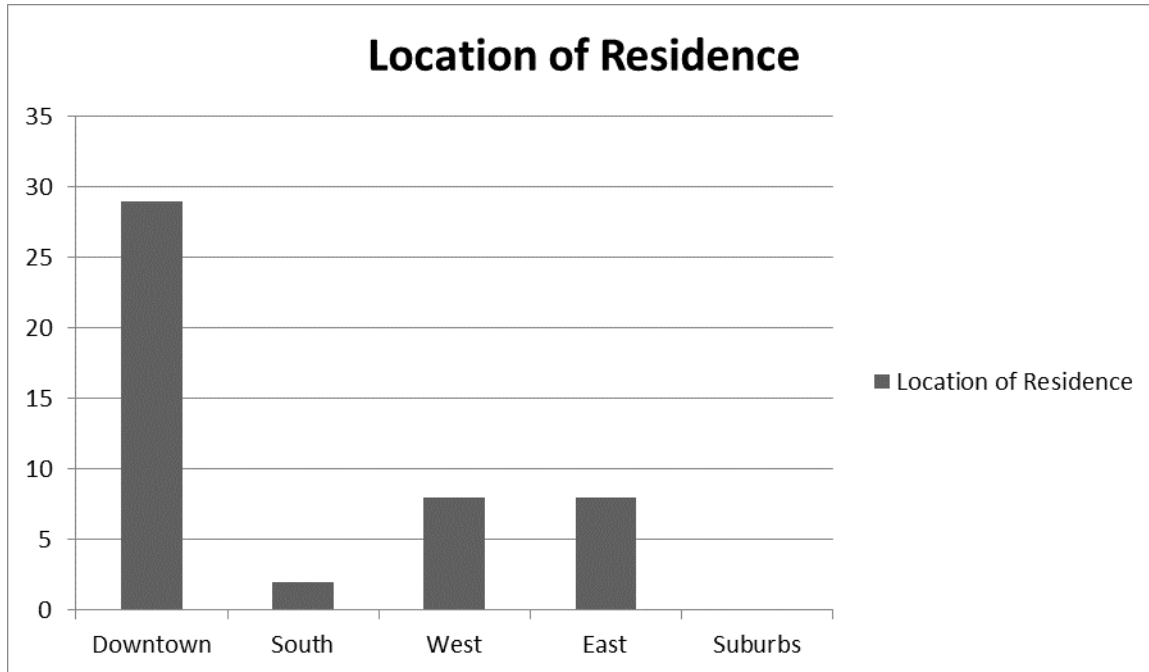
Education (quilting, catering, music, networking)

Certificates (CPR/first-aid)

The Well/La Source Strategic Plan 2017-2021

Demographic Data

14.



Percentages of Respondents

Downtown 61.71%

South 4.25%

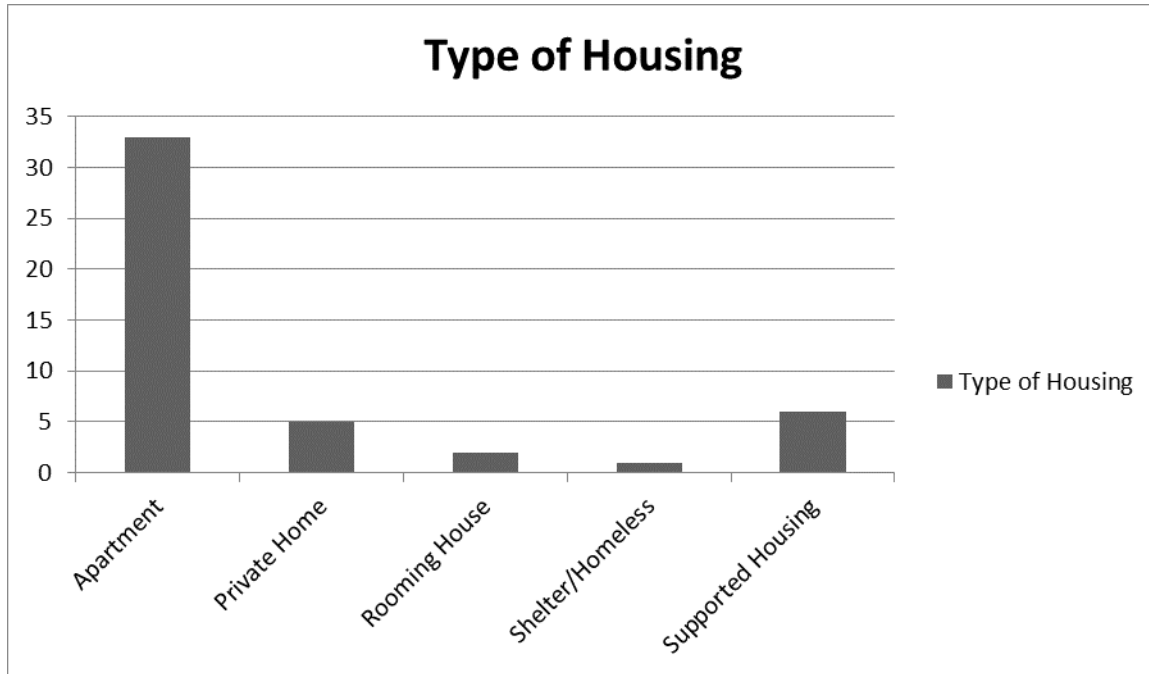
West 17.2%

East 17.2%

Suburbs 0%

The Well/La Source Strategic Plan
2017-2021

15.



Percentages of Respondents

Apartment 70.21%

Private Home 10.63%

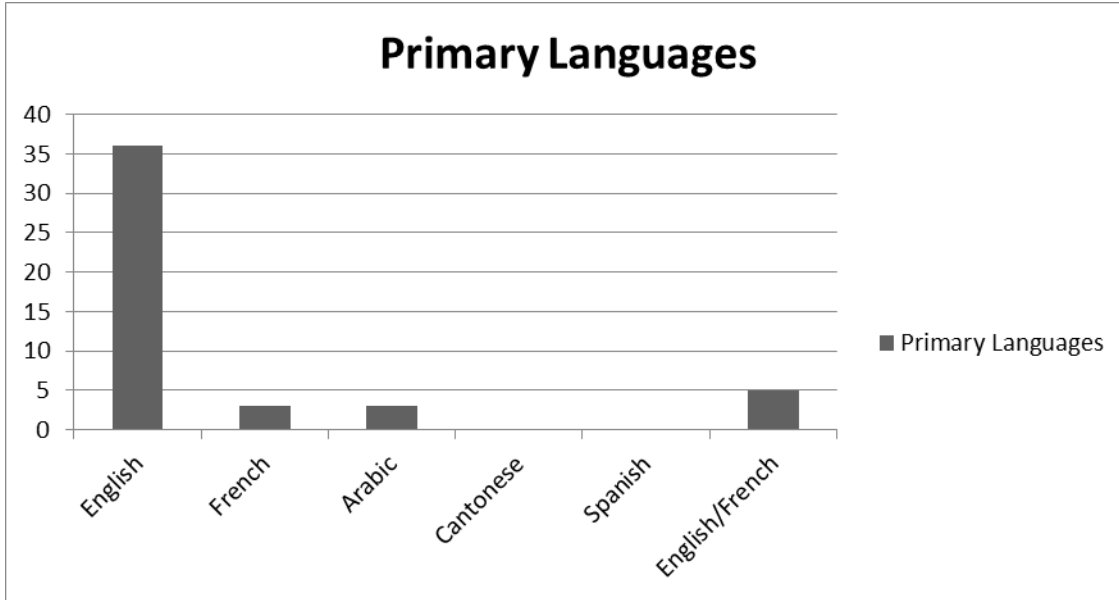
Rooming House 4.25%

Shelter/Homeless 2.12%

Supported Housing 12.76%

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16.



Percentages of Respondents

- 76.59% English
- 6.38% French
- 6.38% Arabic
- 0% Cantonese
- 0% Spanish
- 10.63% English & French

17. Do you have any language needs that The Well is unable to meet?

| Yes | No |
|------------|-----------|
| 3 | 38 |
| 7.31% | 92.68% |

*There were some non-respondents for this question.
Most language needs are met by The Well/La Source.

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18. The majority of respondents (26/47) did not identify as a member of a minority population.

Of those that did identify as a minority (25/47):

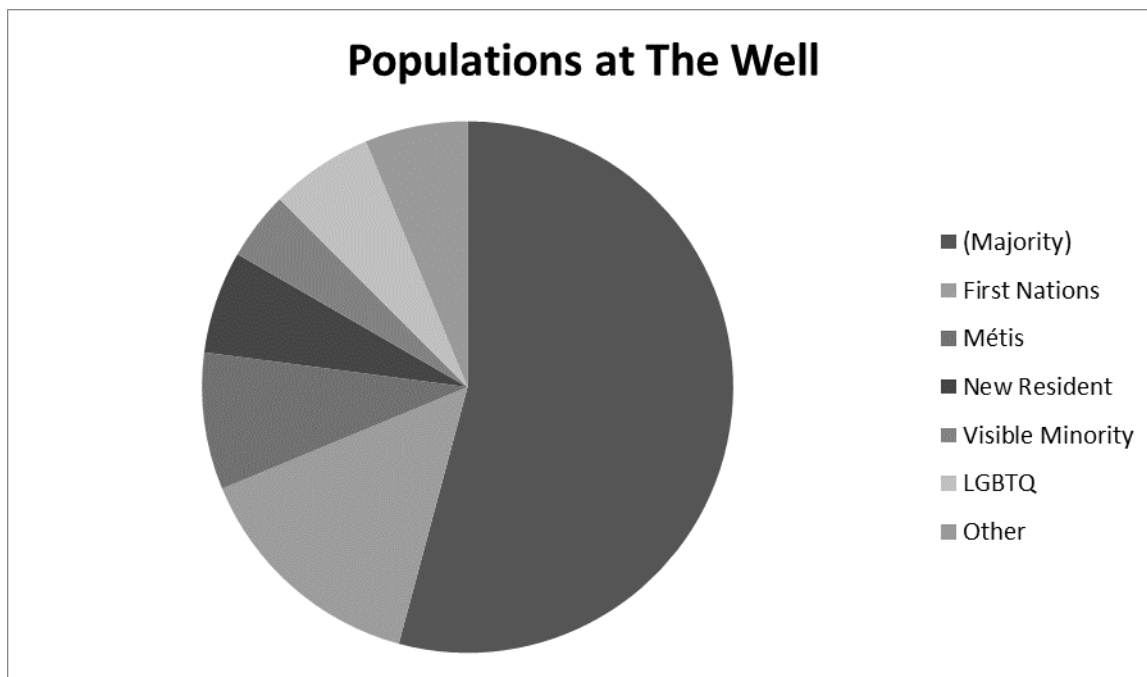
-7/47 identified as of first nation decent, none as Inuit, and 4/47 as Métis.

-3/47 as a new resident of Canada

-2/47 as a visible minority

-6/47 as LGBTQ

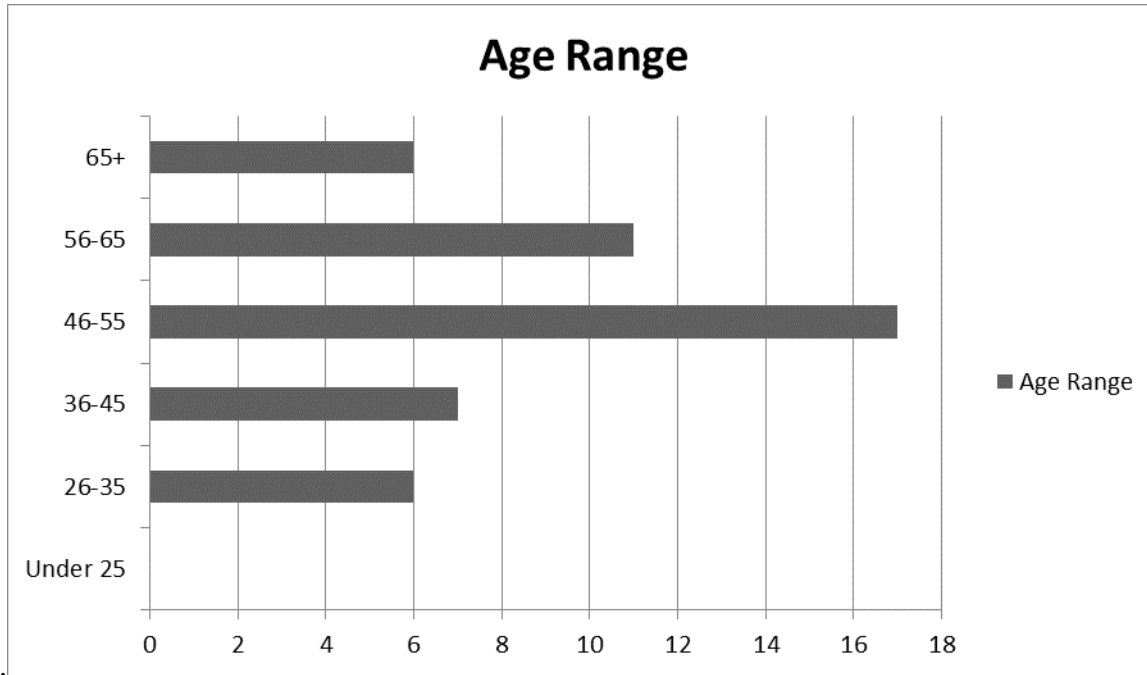
-3/47 as other



*please note the discrepancy in numbers due to some people identifying as more than one option.

**The Well/La Source Strategic Plan
2017-2021**

19.



Percentages of Respondents

| | |
|-------|--------|
| Under | 25 0% |
| 26-35 | 12.76% |
| 36-45 | 14.89% |
| 46-55 | 36.17% |
| 56-65 | 27.40% |
| 65+ | 12.76% |

20. Do you have young children at home that you would like to bring to The Well?

| Yes | No |
|------------|-----------|
| 6 | 41 |
| 12.76% | 87.23% |

21. (Invalid question; not enough respondents)