

ARAO

STRATEGIC PRIORITIES



Hamilton Community Legal Clinic
Clinique juridique communautaire de Hamilton

Our Commitment to ARAO

Hamilton Community Legal Clinic commits to providing high quality, innovative, collaborative anti-racism anti-oppression (ARAO) organizational and sector leadership in the provision of poverty law services and social change advocacy.

Our ARAO Priorities

Hamilton Community Legal Clinic's commitment to its ARAO priorities means a strong focus on visionary, high-quality leadership, excellent service delivery, cutting-edge human resources practices that support the promotion of a healthy organizational culture and a strong, respectful relationship with Hamilton's diverse communities.

ARAO Strategic Goals and Action

Goal #1: Leadership

- Continued board and management improvement in ARAO planning, decision-making
- Bias-free recruitment to diversify the agency's leadership
- Strengthen board and management ARAO performance accountability measures
- Integrate ARAO in all Strategic Plan and sustainability commitments

Goal #2: Human Resources

- Build a robust Safer Space agenda and address organizational culture issues
- Continually improve bias-free hiring practices
- Strengthen ARAO presence across all policy frameworks
- Expand staff wellness support resources
- Develop and deliver comprehensive ARAO training plan

Goal #3: Services and Programs

- Enhance understanding of client communities to inform advocacy and planning, e.g. build strong client demographic profile data bank
- Build a Quality Assurance Infrastructure to consistently measure service impact and outcomes
- Develop a comprehensive Program Practice Framework to support consistency in application of ARAO lens
- Strengthen client satisfaction evaluation process
- Provide ARAO-informed crisis and mental health training support for staff

Goal #4: Community Engagement

- Continue ARAO sector leadership through enhanced joint planning
- Build a community engagement plan
- Develop an advocacy strategy with priorities that highlight ARAO issues
- Enhance collaborative review and resource support process for special population programs
- Build strong connections with community stakeholders to support meaningful consultation, e.g. Community Advisory Table

Goal #5: ARAO Resource Sustainability

- Strong ARAO resource development agenda aligned with overall agency plan
- Identify/hire key resources to provide staff direct support in implementing ARAO priorities
- Explore innovative resource planning engagement with communities