

## Supporting Engaged Citizenship

- Making opportunities for people with disability to be part of community life
- Making places and spaces inclusive and accessible to all
- Helping people disability find creative ways to offer their unique abilities and find employment
- Getting out in community and building relationships with people
- Getting involved with one of our many social change initiatives like the CommuniTEA Infusion Project, The Little Italy Community Garden, and sharing a story through Project Citizenship
- Convening people to figure out how to make something better for community

## Embracing Complexity

- Remembering it's about people first!
- Recognizing everyone is different and has their own view of the world
- Remembering that we can't oversimplify people's lives
- Recognizing people's lives are unique and a one size fits all model of support doesn't work
- Looking at challenges from many different perspectives

## Safeguarding Healthy Relationships

- Supporting people with disabilities to find commonalities with people in community and help them do stuff together
- Talking to people respectfully and supporting healthy communication
- Helping people make new friends
- Investing spending time with people to build relationships
- Helping people strengthen connections with family and friends
- Supporting people with disabilities in their right to love
- Supporting people to learn about consent and healthy intimate relationships
- Protecting a person's safety, dignity, privacy and human rights
- Being kind to others and looking out for people

## Seeking Creative Collaborations

- Connecting diverse groups of people to work on a social change project to make great things happen for community
- Looking for solutions in unusual places that you are not always accustomed to. Thinking outside the box
- Innovation happens when we look outside our silos for new ideas
- Creating a safe space to explore new ideas that improves our work
- Infusing dreaming big into our work
- Using creative tools like Lego Serious Play and our Action Lab tools to explore with community how to find solutions to complex issues
- Getting involved in our creative collaboration projects such as our part in the Tiny Home movement on housing, The CommuniTEA Infusion Project, The Citizen Action Lab and Project Citizenship

## Building and Sharing Knowledge

- Sharing what we are learning through our websites, newsletters and social media
- Keeping our eyes open for new ideas
- Acknowledging that good ideas to improve services and the lives of people we serve can come from anywhere in the organization
- Hosting learning experiences for lots of different people
- Supporting projects that promote our work in the greater community
- Learning from diverse perspectives and bringing the knowledge we build back into our work
- Making knowledge accessible to lots of different learning styles and abilities

- Helping people reflect on their assumptions and dig down to potential root causes of challenges
- Not shying away from a big messy, uncertain challenge. Together we can make it!
- Being flexible and open to new possibilities