



Community Door: Improving Access to Health and Social Services Throughout the Region of Peel

Community Door provides shared space for social and health services to address one of the challenges faced by many not-for-profit agencies: finding and maintaining suitable operating spaces that are easily accessible for the people they serve.

This shared space creates a service hub that benefits both Member Agencies and their clients. Agencies can take advantage of shared common spaces and resources in a cooperative and collaborative environment, while their clients benefit from improved access to services, and potentially multiple service offerings, at a single, convenient location.

Community Door proudly opened its doors in 2010. Today it serves over ten thousand individuals and families annually, through ten member agencies and two locations in Mississauga and Brampton.

The Concept of Shared Health & Social Service Hubs

The concept of a "Human Services Centre" was brought to Peel Region by The United Way of Peel in 2008. At that time, many not-for-profit agencies struggled to find, and keep, suitable space for their operations and research showed that many of them would welcome the opportunity to collaborate with like-minded organizations.

The concept of shared-space social and health services locations was already in operation in various Canadian cities, to great success, but had not yet flourished in Southern Ontario. The concept was simple: not-for-profit agencies would co-locate under one roof, to benefit from sharing space, and in some cases administrative resources. They would also benefit from the ability to operate in locations that would be more convenient, accessible and comfortable to their clients and employees – locations that would not typically be affordable to them on their own. The agencies' clients would also benefit from improved access to not only one, but a range of critical social and health support services through a single location.

History: The Development of Community Door

Over a period of 18 months beginning in 2008, a seven-member Board of Directors supported by a 22-member steering committee of not-for-profit agencies worked to design and develop a shared social and health support service hub in two locations in Peel Region. The needs of prospective Member Agencies were assessed, locations for Community Door facilities were surveyed and a governance structure was formed for what was, at that time, an innovative partnership. A clear vision and values were also established, and the new service hub network was branded Community Door.

A key founding principle of Community Door was to establish and maintain a self-funding model and a professionally managed, financially secure organization. This principle remains and, as a result, Member Agencies are confident including participation in Community Door as a fundamental component of their operations and resource planning.



Community Door opened in two central locations in 2010:

Community Door Brampton

Community Door Brampton is in a plaza setting with ample free parking and is situated on a major public transit route. The plaza includes amenities such as restaurants, copy/postage services and a grocery store. It is easily accessible with ground level entrance (no steps or elevators) and all member agencies are accessible from a single hallway with clear way-finding signage.

Community Door Mississauga

Community Door Mississauga is in the well-known Sussex Centre, at close proximity to Square One Shopping Centre, Mississauga's central transit hub and a wide range of amenities. It is easily accessible with elevator access and offers central security and reception to personally direct clients to the location of each member agency.

Vision and Values

Community Door was founded with the vision to improve access to vital social and health services for individuals and families in Peel Region. Our Member Agencies, staff and volunteers collectively operate under four shared values:

Collaboration

Member agencies collaborate with one another to improve efficiency, reduce costs and thereby increase the number of clients they can serve. Member agencies are encouraged to refer clients to other community services and programs within Community Door to promote comprehensive use of available resources.

Caring

All member agencies and its staff are committed to providing vital services to individuals in need. Each member of Community Door operates with the goal of improving the lives of their clients to promote healthy families and communities.

Competence

Every member agency employs highly qualified personnel to deliver professional services in their areas of expertise. Each individual within the Community Door family works to provide the best possible advice, care and support for their clients.

Collaboration

Community Door agencies and its staff create compassionate and respectful environments that honour the privacy and cultural preferences of all clients while addressing their social service needs.



Services

Agencies vary by location. A wide range of support services are offered, such as employment services, newcomer assistance, language and training services, mental health support, addiction support, 24/7 crisis services, family and caregiver support services, personal support services for seniors, HIV support and prevention, immigration and integration services and many more.

Agency Selection

Community Door Member Agencies are selected to create complementary service offerings that will together help to improve service access for members of the community. A collaborative operating philosophy is essential to ensure mutual benefit for the Agency, our other Member Agencies and our Agencies' clients.

As leasing opportunities arise, our Member Agencies' networks typically identify like-minded organizations who understand the benefits of a shared service environment and are enthusiastic about the opportunity to join and participate in a collaborative, capacity-building partnership.

Information Requests

For more information regarding Community Door or to discuss current leasing opportunities, please contact:

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