



**VISION** A community where all  
can belong and grow.

**MISSION** Helping immigrants build  
a future in Nova Scotia.

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## VALUES

### DIVERSITY

We demonstrate diversity through valuing and respecting differences in experiences and perspectives, believing in everyone's ability to enrich Canadian society through their unique contribution.

### INCLUSION

We demonstrate inclusion by welcoming and respecting the diversity in our community and fostering a sense of belonging in all.

### RESPECT

We demonstrate respect by encouraging an environment of fairness, honesty and integrity for all clients, partners and colleagues.

### COLLABORATION

We demonstrate collaboration by building relationships where we can share responsibilities and ideas and work together to enhance opportunities for all.

### INNOVATION

We demonstrate innovation through service excellence, by being creative and flexible, responsive to clients and partners and continually seeking new opportunities.

### ACCOUNTABILITY

We demonstrate accountability by acknowledging responsibility for our services, tools, actions and decisions and by being transparent and principled in our approach to people and situations.



## EMPOWER IMMIGRANTS

**Immigrants have the skills, knowledge and confidence to succeed.**

We will develop and implement innovative approaches to respond to ISANS current and potential client profile.

We will undertake a redesign of ISANS programs and services, including a review of results and trends, to promote client autonomy and increase cross-team communication.



## VALUE AND SUPPORT OUR STAFF

**Staff has the resources and information to excel.**

**We embrace and live our values.**

We will create a workplace that focuses on staff engagement, learning, flexibility and wellness.

We will ground our everyday actions and decision-making in our values.

We will review internal processes and invest in both communication and information management systems to ensure we have the tools and resources we need to do our work.



## ENGAGE PARTNERS AND COMMUNITY

**Our partners and the community have skills, knowledge and commitment to support immigrants.**

We will redefine strategic alliances that directly increase and improve immigrant settlement support and outcomes.

We will improve tools, resources and approaches that increase the capacity of organizations, employers and volunteers to support immigrant integration.



## CHAMPION A MORE WELCOMING AND INCLUSIVE PROVINCE

**More immigrants come and choose to stay in Nova Scotia.**

We will enhance the public dialogue on immigration through a proactive communication strategy that includes research and storytelling.

We will capitalize on opportunities to influence immigration policy.

We will develop a comprehensive approach in support of Atlantic immigration initiatives.

We will collaborate to address systemic issues facing immigrants such as affordable housing, accessible healthcare and poverty.