STRATEGIC ORIENTATIONS ACTION PLAN 2017-2020

MONTREAL HOLOCAUST MUSEUM

Approved by Board of Directors August 15, 2016

VISION

The Museum will be recognised for its role as the lead Holocaust education and remembrance organisation in Canada, and position itself internationally.

STRATEGIC ORIENTATIONS

- 1. The Museum will further develop and augment its presence and outreach throughout Canada, through its oral history and artefact collections and their research potential, traveling exhibits, its educational programming, tools, materials and support, commemoration, use of digital technology, expertise on the Holocaust and human rights, and media recognition.
- 2. The Museum will strengthen and promote its national and international leadership in oral history in terms of collection, preservation, access to and educational use of videos, leveraging its work in this field.
- 3. The Museum will innovate in its production and use of survivor testimony to respond to the educational system's interest, in light of reduced opportunities for survivor speakers.
- 4. The Museum will adapt its structure, resources and functioning in order to consolidate growth achieved and be better prepared for future growth, leveraging recent projects.
- 5. At the term of this Action Plan, the Museum will have defined its path: New Museum or renewal of its existing facility and outreach through other means.
- 6. The Museum's online presence will be strong, vibrant, relevant, and recognised by the public.
- 7. The Museum will be securely supported, through new fundraising networks, legacy gifts and grant opportunities.

Montreal Holocaust Museum ACTION PLAN 2017-2020

BOARD OF DIRECTORS/ORGANISATIONAL PLAN

Goals/O	bjectives	Activities	Timeline	Financial Resources	Human Resources	Outputs & Evaluation Means	Outcomes
a o c a	To adapt resources, structure, and functioning of the organisation in order to consolidate growth achieved and be better prepared for uture growth	 a) Develop a human resource and financial resource plan b) Hire, integrate, supervise c) Review 6 months after implementation d) Review June 2018 	Dec 2016- June2017 Jan 2017-June 2017 Jan 2018 June 2018	PAFIM Ongoing major donations Grants	 Executive Director Board of Directors Finance Committee 	 Consolidation of human resources Competent and complete staffing appropriate to reach action plan goals Readjustment as needed and as resources permit 	 MHM structures and resources reflect effective and efficient organisation Staff expert , confident, stable Ability to achieve mission enhanced. New audiences, actions, innovation, outreach
p d fo re	To explore and evaluate the cossibilities, conclude discussion and initiate planning or a new museum, or a enovated one and outreach hrough other means	 a) Conduct Feasibility Study b) Presentation and discussion with Board c) Use critical path to determine next steps d) Continue process of direction-setting and evaluation to come to a final decision e) Pursue financial resource development as needed f) Plan for Option chosen 	June 2017 June –Sept 2017 Sept-Dec 2017 Jan 2018-June 2019 April 2018- June 2019 June 2020	- Azrieli Foundation - MHM Resources - Major donations re planning - MCC (Quebec) and PCH (federal) re planning	 Sub-committee Lord Cultural resources Board of Directors Executive Director Museum Committee Museum Coordinator Staff Team Consultants as needed 	 Feasibility study completed and analysed Decision as to path: New museum or other alternatives Exploration of feasibility: FRD plan, refinement of impact planning Plan developed Plan followed 	 MHM strategic direction established (10 year vision) Support for direction assured Ability to reach a greater public charted
p C le	To develop strategic initiatives positoning the MHM as a Canadian and international eader in the field of Holocaust education and remembrance	 a) Assure that various departments and committees integrate this orientation in planning and actions b) Review progress annually c) Solicit and promote key 	June 2017 June 2018 & 2019	 MHM resources Fundraising: national foundations Donors in ROC Federal grants 	Executive DirectorStaff TeamCommittee ChairsBoard oversight	See program action plans • Strategic partnerships developed with universities, NGO's museums • Recognition as national organisation as evidenced	 Recognition as national organisation: Canadian Holocaust Museum

d. Leverage products and branding developed and assure available across Canada 4. Increase funds raised by the organization 4. Increase fundraising plans (leadership, Renew Committee bilincrease fundraising plans (fundraising plans) (plans and develop Legacy giving e) e) Establize wider outreach for fundraising planning for renewed exhibit or new museum: 2 routes 5. To assure successful succession, at the level of volunteer and staff leadership bil numbers of the plans of the event of Committees (legacy Campaign route) (search) (searc		and strategic partnerships	Continuous			by use of tools, traveling	
4. Increase funds raised by the organization 5. To assure successful successful succession, at the level of volunteer and staff leadership of committees difference or committees of Divectors new more dearly binanually review leadership of Committees 4. Increase funds raised by the organization 5. To assure successful succession, at the level of volunteer and staff leadership of Committees 4. Increase funds raised by the organization 5. To assure successful succession, at the level of volunteer and staff leadership of Committees 4. Deared of Directors subscription, mailing costs and PC event production costs (approx. 5 the fund raising consultant (?) 5. To assure successful succession, at the level of volunteer and staff leadership of Committees 4. Deared of Directors and PC event production costs (approx. 5 the fund raising costs and PC event production costs (approx. 5 the fund raising consultant (?) 5. To assure successful succession, at the level of volunteer and staff leadership of Committees 6. Deared of Directors and PC event production costs (approx. 5 the fund raising consultant (?) 6. Evecutive Directors 6. Augustum 6. Ontinuous 6. Deared of Directors 6. Augustum 6. Ontinuous 6. Turdiraising committee executive Director 6. Augustum 6. Augustum 6. Ontinuous 6. Augustum 6. Ontinuous 6. Deared of Directors 6. Augustum 6. Ontinuous 6. Augustum 6. Ontinuitees 6. Ontinuite		- , , ,	Continuous				
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5. To assure successful succession, at the level of volunteer and staff leadership bhanually review leadership of Committees c) Develop succession plan: Board & Committees d)Develop succession policy: Key staff e)Implement f) Reflect on Board versus A)Define Board of Directors needs more clearly bhanually review leadership of Committee addership of Committees c) Develop succession policy: Key staff e)Implement f) Reflect on Board versus A)Define Board of Directors needs more clearly bhanually review leadership of Committee 2017 Sept yearly committee committee according to results of feasibility study A)Define Board of Directors needs more clearly bhanually review leadership of Committee committees and skills of feasibility study Board members nominated based on profile and skills of prominated based on profile and skills of profile and skills of prominated based on profile and skills of profile	•	leadership. Renew Committee b)Increase fundraising through new networks, and 2 nd and 3 rd generations c) Develop online giving fundraising plan; d)Plan and develop Legacy giving e)Stabilize wider outreach for fundraising events; f) Grant and Fundraising planning for renewed exhibit	2017-1820172017	subscription, mailing costs and PC event production costs (approx. \$15 – 20K yearly); • Fundraising	 Fundraising Committee Executive Director Assistant to Executive Director Fundraising consultant (?) Museum Coordinator & Museum committee for new Museum planning or renewed 	committee members. Strong Chair Board members involved in FR. Some members chosen for FR ability. Increased donation revenue through all campaigns; (Targets: FR Committee). Increases monitored Annual R2R Increased online donations (15%) New donors Giving	will increase; Online Fundraising recruits new, younger donors; Legacy campaign reactivated: Goal 5 million reached; R2R will be recurring organizational event; New committee members will give access to new networks to solicit;
succession, at the level of volunteer and staff leadership needs more clearly b) Annually review leadership of Committees c) Develop succession plan: Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus Committee 1007 Sept yearly 2017 20						/year) • Legacy Campaign active: 5 million \$ fund	according to results
volunteer and staff leadership b) Annually review leadership of Committees c) Develop succession plan: Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus b) Annually review leadership of Committees c) Develop succession policy: Key staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Implement f) Reflect on Board versus c) Develop succession policy: Rey staff e) Reflect on Board versus c) Develop succession policy: Rey staff e) Reflect on Board versus c) Develop succession policy: Rey staff e) Reflect on Board versus c) Develop succession policy: Rey staff e) Reflect on Board versus c) Develop succession policy: Rey staff e) Reflect on Board versus		1 *		-			Stronger, more vibrant
Committees c) Develop succession plan: Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus Committees July-Sept 2017 - Executive Director - met Change planned and managed Structured approach to succession • Diversity of Board members and committee leadership • Structured approach to succession • Preparedness of MHM for change; risk		•					organisation.
c) Develop succession plan: Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus Duly-Sept 2017 July-Sept 2017 Structured approach to succession Preparedness of MHM for change; risk	volunteer and staff leadership		Sept yearly			' ·	Leadership needs
Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus 2017 - leadership					- Executive Director	•	met
Board & Committees d) Develop succession policy: Key staff e) Implement f) Reflect on Board versus Board & Committees d) Develop succession policy: For change; risk Structured approach to succession Preparedness of MHM for change; risk		· · · · · · · · · · · · · · · · · · ·	, ,		-	members and committee	Change planned and
**Structured approach to succession policy: Key staff e)Implement f) Reflect on Board versus **Structured approach to succession • Preparedness of MHM for change; risk			2017		-	leadership	
e)Implement f) Reflect on Board versus for change; risk						• •	_
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management		1 *					
						management	

Montreal Holocaust Museum ACTION PLAN 2017-2020 MUSEUM

Goals/Objectives	Activities	Timeline	Financial Resources	Human Resources	Outputs & Evaluation Means	Outcomes
1. To reach a broader audience through the renewal of our permanent exhibit and program of exhibitions	 a) Rethinking the permanent exhibit (new exhibit scenario, or new museum). Planning. b) Ensure distribution of traveling exhibits and support to exhibit hosts c) Ensure the visibility of the VMC online exhibit d) Renew display affected by deterioration in permanent exhibit e) Promote and display VMC exhibit and pedagogical tools in the Museum 	a) Spring 2018- Sept 2019 b) Ongoing c) Starting Dec 2018 d) Possibly 2017, likely 2018 e) Ongoing; Starting Dec 2018 for VMC exhibit	a) Grants/ Major donors/Cam paign b) Museum Assistance Program c) Ongoing d) TBD e) Ongoing	a) Hired project manager; Staff Team; Museum Committee; Exhibit Committee (to be confirmed) b) Museum & Collection assistant (tbc) c) Events and Communications; Education; Museum & Collection Coordinators d) Museum Coordinator; technician e) Reservation Agent; Museum coordinator	a) A renewed, up-to-date permanent exhibit; show different artefacts b) Evaluation of exhibits provided by exhibit hosts c) Online exhibit showcasing artefacts and videos d) Museum displays renovated e) Vibrancy of material developed by MHM ensured	a) Renewal of museum audience b) Communities across Canada with little access to Holocaust and genocide education reached c) Increased online visibility d) Permanent exhibit better preserved e) Exhibit and tools are known and used
2. Sustain and develop museum audiences	a) Implement the communication strategy to reach a larger non-school audience b) Develop a broader evaluation program of Museum related activities i. Conduct a visitors survey: ii. Conduct a mobile phone app user survey c) Implement changes according to feedback gathered through evaluations	a) Summer- Fall 2017 b) Summer 2018 c) Ongoing after Summer	a) Ongoing b) YCW or Canada Summer Job grant c) Ongoing after Summer 2018	a) Communications & Events Assistant and Coordinator b) Museology Student; Museum Coordinator c) Museum Coordinator	a) Communication campaign targeting non-school audience b) Data collected; Change implemented as possible. Change orients new exhibit. c) Data collected in evaluations is used	a) Larger number of individual visitors to museum; new partnerships with other museums b) Impact of strategy measured; Expectations for a new exhibit assessed and inform. c) Museum meets expectations of visitors.

Goals/Objectives	Activities	Timeline	Financial Resources	Human Resources	Outputs & Evaluation Means	Outcomes
3. Increase collection audience through digital strategies	 a) Develop a program of Curator's corner videos Study different possibilities (internship?) Promote existing and new videos Increase and vary collection on MHM website b) Ongoing digitization, translation, cataloguing and online transfer to cjhn.ca, Infomuse and Artefacts Canada c) Explore the possibilities for creating a virtual MHM experience 	a) 2018-2019; ongoing b) Ongoing c) Fall 2019	a) 500\$ per video + ongoing or YCW/ Canada Summer Job b) Actual, PAFIM c) Actual	a) Intern; Summer Student b) Summer student; Museum & Collection Assistant (to be confirmed); Museum and Collection Coordinator c) Museum Coordinator	 a) 4 videos already produced; 4 to 8 new videos will be produced b) All new accessions are digitized, collection is further documented and available online c) Possibilities are identified; If possible a plan is drafted 	a) Dynamic online presence reaches new publics, brings in potential new donors for MHM collection b) Collection is accessible as part of national heritage; Collection continues to be fully preserved and catalogued; 2/3 of records are accessible online c) Outreach to a larger off-site audience
4. Ensure the vibrancy and growth of our collection	 a) Develop a plan for collection acquisitions • Explore possibilities for national collection opportunities • Make inquiries to other museums b) Implement a deaccession plan for the MHM permanent collection c) Preventive conservation of the permanent exhibit d) Adjust light levels to conservation standards 	a) 2017-2018 b) May 2018 c) 2017-2020 (a few days that the Museum is closed every year) d) FCJA Timeframe	a) Inter-Action grant (TBC); Ongoing b) Ongoing c) Ongoing d) Ongoing; FCJA	a) Museum & Collection Coordinator; Museum & Collection Assistant (to be confirmed) b) Museum & Collection Coordinator; Museum & Collection Assistant (to be confirmed) c) Museum & Collection Coordinator; Assistant (TBC); Museum technician d) Museum & Collection Coordinator; FCJA crew	 a) Clear plan for future acquisitions b) Identified items are deaccessioned c) 5-7 days per year when the museum is closed for preventive conservation d) Adjusted light levels 	a) Collection grows thanks to new donations; Outreach to donors elsewhere in Canada. Recognition as national museum. b) Improved quality and relevance of collection c) Preservation of exhibited artefacts is monitored and ensured d) Adjusted light levels improve conservation for artefacts on display

Montreal Holocaust Museum ACTION PLAN 2017-2020 Education

Goals/Objectives	Activities	Timeline	Financial Resources	Human Resources	Outputs & Evaluation Means	Outcomes
1. Train teachers and promote the use of the MHM educational resources	 a) Workshops and presentations at teachers' conferences, schools, online (webinars) b) Annual teacher training at the MHM c) Summer Seminar in English and French adapted to Quebec and Canada d) Share MHM resources through Teachers' bulletin, social media e) Explore needs and possibility of a training program and educational program for Jewish schools, depending on resources, partnership and expectations. 	f) 1.1 ongoing g) Autumn 2017, 2018, 2019 h) July 2018 i) ongoing j) 2017-2018	Accord Canada-France? InterAction? Université de Sherbrooke; SHRCC?	a, b, c: Education and HR Coordinators, Education Assistant f) Teacher "ambassadors" of the MHM b & c: Education Committee Possible partners Toronto Centre, Jewish Museum, USHMM, Mémorial de la Shoah d) Education and Communications Coordinators, Education Assistant e) Education Coordinator AJDS & BJEC, UQTR & Université de Sherbrooke, McGill	a) Workshop plans and presentations developed in keeping with teacher needs b) Annual training program 20-40 teachers. Evaluation. c) Teachers' Seminar 15-30 teachers. Renewable if judged success through evaluation (forms, committee). Increased downloads (Google Analytics) and reservations of tools, use through online survey Annual update: brochure e) Research re needs; Adapted program for Jewish day schools	 a) Increased number of teachers trained to teach the Holocaust and related issues with the MHM educational resources. b) Increased number of teachers in Quebec and Canada know the MHM and use its resources. c) Communities across Canada with little access to Holocaust and genocide education reached e) Teachers at Jewish day schools supported and quality of program improves. Students more interested and knowledgeable.
2. Assure the loyalty of and increase in school group visits to the	a) Develop pedagogical workshops based on survivor testimony and collection artefacts as an alternative to	d) Spring 2017- 2018	Canada Summer Job grant	d) Education Assistant Education and Remembrance Coordinators	- 10 pre & post visit workshops based on themes identified with teachers (2014-15)	 More diversified offer for Museum visits, adapted to needs of groups

Museum		decreasing survivor speakers.			ا (م	Education & Museum	- Training of animators	- Sufficient number of
	b)	Offer adapted visits to school			,	and Collections	- Guide training session	guides to meet need.
	٥,	audiences (including shorter	e) 2018;			Coordinator	biennially	Better comprehension
		visits)	- 2017-18;			Coordinator	- Continuing education	of the Museum by
	c)	Re-think guide training	- 2017				for guides	students
	- ,	Assure the use of tools in self-	f) Ongoing	1	f)	Education & Museum	- New scenarios for visit	- MHM better
	٠,	guided visits	g) Ongoing		,	and Collections	(1-2)	understands teacher
	e)	Better link the permanent	h) Spring-Fall			Coordinator. Education	- Evaluation of new	needs, interests, limits.
	-,	exhibit and tools and other	2017, ongoing			Committee	scenarios and tools	Tools adapted.
		online content for pre and				Education Assistant	developed with	- Teachers better
		post visits.			Ο,	Education and Museum	teachers	understand what is
	f)	Promote our educational offer			(Coordinators		available to them at the
		to the school milieu				Intern or summer		MHM
	g)	Analyse the use of our tools			,	student		
		and Museum visits and						
		reinforce evaluation methods.						
3. Develop the reputation	a)	Support educators in their	a) ongoing		a)	Education Coordinator	Activities and/or projects	a)& b) Teachers are
of the Museum as a		projects (see 1.) and				& Assistant	developed by teachers	supported in their
leader in Holocaust and		promote their work, notably					with MHM support	work and understand
human rights education		outside Quebec			b)	Education Coordinator		MHM as a resource for
in Canada	b)	Support specific clienteles	b) According to				MHM Support offered to	them
		(eg. Francophones outside	opportunities				teachers and institutions	
		Quebec, communities			c)	Education, Museum	outside Quebec	The Museum is recognised
		displaying our traveling				and Collections,		as a reference point for
		exhibits)				Remembrance and	Presentations and et	Holocaust education
	c)	Present or attend national &	c) According to			Human Rights	publications of articles	
		international conferences on	opportunities			Coordinators		The Museum has
		Holocaust education, human					Increased downloads	developed national and
		rights and related topics.			d)	Education, Museum	nationally and	international partnerships.
	d)	•	d) According to			and Collections,	internationally (Google	
		projects with universities	opportunities			Remembrance	analytics) and use and	Our resources are used
		and other institutions			,	Coordinators	reservation of MHM tools	across the country.
	e)	'	e) According to		e)	Education, Musée et		
		national (or international)	opportunities			Collection, Souvenir	Partnerships and projects	
		projects on Holocaust					developed	
		education, as possible						
			1				<u> </u>	

Montreal Holocaust Museum ACTION PLAN 2017-2020 REMEMBRANCE

Goals/Objectives	Activities	Timeline	Financial Resources	Human Resources	Outputs & Evaluation Means	Outcomes
1.To prepare the transition from live survivor testimony to recorded testimony with animated activities	1.1 Produce three short films based on the video testimony of three survivors. Activities to accompany them in pre-and post-visit animated sessions will be developed and tested by the education program assistant. 1.2 Participate in reworking the test films and activities based on the teachers' feedback 1.3 Produce 6-8 films and activities for different themes, school levels and in both languages (For more details see Education Action Plan.)	1.1 February 2017 1.2 Summer 2017 1.3 2018-2020		Remembrance Coordinator Education Coordinator Education Program Assistant Film maker / editor Teachers for testing	 8-10 short films based on video testimonies of individual survivor and on different themes Pre- and post-visit activities to animate sessions for each film Evaluation by teachers in development and testing Evaluation by teachers after implementation 	 The MHM is prepared to respond to school needs in the context of fewer survivor testimonies The MHM tools and activities are seen as a viable alternative and inform Canadian and international practice.
2. Promotion of oral history collection and tools to various publics	2.1 Participation and presentations at national and international conferences, workshops on oral history and how to use it in teaching the Holocaust 2.2 Continue production of video clips from our collection of interviews for projects, website, newsletter, etc. 2.3. Upload information on our Oral History collection on the CJHN website	2.1 as opportunities present themselves 2.2 ongoing		Remembrance coordinator Education Coordinator Volunteers	 Presentations, workshops, papers Video clips Oral history database shared on the CJHN website 	 Partnerships with other research/educational institutions More awareness of what we can offer in terms of Oral History Increased visibility in cyberspace Collection more accessible to, students and researchers and the general public
3. Bring Remembrance- related activities to	3.1 Reinitialize the Bar/Bat Mitzvah of Remembrance program with	3.1 2017-2018		Remembrance coordinator	Number of Bar/Bat Mitzvah of Remembrance	Partnerships with a few synagogues offering a

students	synagogues 3.2 Partner with Jewish schools in bringing commemoration activities to schools - explore what is being done in schools currently - propose commemorative activities to interested schools	3.2 2017-2020	Remembrance Coordinator Education Coordinator Teachers School administration Volunteers	Report on commemorative programs in the schools Commemor ation/Remembrance event organized in 3-4 interested schools	program for interested families. • Schools are able to bring appropriate remembrance component into classrooms and assemblies. • Remembrance and education linked
4. Continue to develop and catalogue our oral history collection	4.1 Continue interviewing survivors 4.2 Finish cataloguing our collection in Filemaker	4.1 ongoing 4.2 ongoing	Remembrance coordinator Volunteers	5 new interviews per yearFully catalogued collection	Our Oral History collection can be used more extensively in our educational work and programming
5. Continue to organise commemorations	5.1 Rethink the Kristallnacht commemoration – frequency and program 5.2 Continue impactful Yom Hashoah commemorations	5.1 2017 5.2 ongoing	Remembrance coordinator YHS and KN committees	 Different programming for the 80th anniversary of the Kristallnacht and for smaller years Efforts to involve different sections of the Jewish community in the commemorations such as the Sephardi Jews 	Ensure that both commemorations remain relevant to the 2 nd and 3 rd generations and Montreal community

Montreal Holocaust Museum 2017-2020 Communications/Outreach Action Plan

Goals/Objectives	Activities	Timeline	Financial Resources	Human Resources	Outputs	Outcomes
Develop the Montreal Holocaust Museum's branding	 Development of communications guidelines and iterations of the new brand Implementation as materials are replaced, immediately in new website, programming, marketing tools Evaluation guidelines developed in order to propose adjustments, if necessary. Promotion of the Museum and its exhibits, programs and activities Implementation of new name 	1. 2017 2. 2018 3. Ongoing		Communications Coordinator Events Assistant All the team	Brandbook and standards guide finished and updated with template of all communications tool Communications plan New tools printed and distributed	Short terms: New communications practices implemented, used Long term: New branding and name recognized by general public and media
Develop a strong, vibrant, relevant, online presence of the MHM recognised by the public	 Completion of new website and assure good SEO Updating of the website, addition and modification of content (objects, testimonies, position statements) in addition to routine updates Evaluate and adjust the digital strategy Promote use of virtual exhibition. Evaluate visitorship and adjust. 	Winter 2017 Spring 2018 Ongoing		Communications coordinator + consultant in digital strategy Events assistant Museum coordinator All the team	 Google analytics Reports and evaluation of the website. Increased Canadian and international visitors each year Relevant and up-to-date website with new material for return visitors Digital Strategy report + SEM. Increased followers (10% per year from Twitter and 	Short-term: Increased use of our websites and social media Long-term results: The MHM is visited and solicited across Canada and internationally as an online resource

	5. Assure growth of			Facebook). Content	
	YouTube Channel			fresh, relevant. Speaks	
				to the Holocaust and	
				human rights	
				4. Virtual exhibition visit	
				report. If funding	
				available, adjustments to SEO	
				5. Monitored annual	
				statistics and follow-up	
3. Increase the number of	Explore means to	1.Fall 2017	Communications	Variety of means explored:	Short-term: Increase in the
individual visitors in the	increase individual		coordinator	Advertising, integration of	number of visitors to our
Museum	visitors to the Museum,	2.Summer 2017	_	Museum promotion at	exhibition spaces on Sundays,
	including partnership for		Events assistant	events, ambassadors,	during school breaks,
	2 museums 2. Promotion of the	3.Ongoing	Maranan	encouraging visitors to use	Wednesday nights and during
	2. Promotion of the permanent exhibition and	4.Fall 2017/	Museum coordinator/New	online reviews, etc.	summer.
	temporary exhibitions	4.Faii 2017/ Winter 2018	museum staff		
	Develop an offer of	William 2010	museum stan	Increase in the number of	
	guided tours on a regular			individual visitors by 20% in	Long-term results: The MHM
	basis for the general			3 years.	must develop new spaces
	public			-	
4. Attract a diverse public	Evaluate first year of	1.Spring-	Communications	Number of participants,	Short-term: Increase in
to events programming	biannual programming.	Summer	coordinator	evaluation by participants	audience attendance at MHM
	Adjust	2017, Adjust 2018	Events Assistant	Committee discussion	events.
	2. Seek new partnerships, consolidate existing.	2.Fall 2017/	Events Assistant	Diverse partners which correspond to strategic	
	3. Distribution of events	Winter 2018	Educational	orientations	
	program	Willion 2010	Programming	Reach broader, increased	Long-term results:
	4. Thematic programs	3.Summer 2017	Committee	audiences, more	Better integration of the MHM's
	planned according to the			Francophones	activities : Museum, exhibitions,
	exhibitions, core themes	4.Ongoing	Human Rights	Coherence of seasonal	events programming,
	for season		coordinator	programs	educational work
	5. Targeting of clienteles	5.2018/2019		Evaluation of participants	
	per program.			positive and instructive to	
				future programming	

Montreal Holocaust Museum Human Rights Action Plan 2017-2020

Goals / Objectives	Activities	Timeline	Financial resources	Human resources	Outputs & Evaluation Means	Outcomes
1. Empower and educate youth (through HRC) to foster engagement with human rights issues.	1. Invite resource people to HR committee meetings to present different human rights issues. 2. Engage HRC members in the organisation of human rights activities (events, workshops) 3. Increase participation of HRC youth in events, workshops, training (Ex: CCR annual consultation, Amnesty International Youth congress, seminars organized by universities, events organized by different communities) 4. Reach out and engage youth from diverse communities and backgrounds in the MHMC's human rights work. -Share information on various youth networks (student associations, community organizations, community radios) 5. Improve partnership with MOL. Provide a follow-up/engagement on adult March/Mission to Poland (not youth or HR)	1. Starting spring/ fall 2017 (Ongoing) 2. Yearly 3. Starting winter 2017 (Ongoing) 4. Winter 2017 (Ongoing)	Yes: Gen-J granted	+Communication Coordinator + Coms & Events Assistant HR and Museum Coordinator, ED	1. Training on human rights issues are organised for HRC members at least twice a year. Feedback from participants. 2. Four events, workshops produced with the active participation of HRC members. 3. HRC members attended at least two events a year. Report from participants. 4. Committee of 10 people from different communities consistently involved in the HRC committee. -Increased presence of the MHM on student platforms, diverse media outlets. 5. Planning sessions and support developed annually with MOL	 Short-term: Increased knowledge of youth on Human Rights issues. Long-term: Montreal youth further engaged with human rights issues Short-term: Awareness of the MHM as an organisation interested in human rights issues and as a potential partner. Long-term: MHM recognised as a spokesperson for human rights Expertise better recognised and approach to Jewish community youth more coherent, use of this expertise.
2. Develop the MHMC's expertise on human rights education in relation to the Holocaust	1. Develop and integrate human rights components in Museum guide training. - Develop a tool for guides on how to incorporate human rights approach/vocabulary in Museum tours. 2. Develop one activity to be carried out in schools during Action Week Against Racism. 3. Develop guidelines on the links between the Holocaust and human rights.	1. Fall 2017 Ongoing 2. Fall 2017 Winter 2018	Yes: Gen-J granted	Human Rights Coordinator + Education Coordinator	Content developed and implemented. Tool appreciated by Museum guides. Activity developed and implemented. Method of evaluation: Pre/Post Questionnaire for teachers and students.	 Long-term: staff and volunteers' understanding of the link is deepened. Our role and responsibilities as a Holocaust museum in terms of human rights are clearer. Short-term: increased public knowledge and awareness

	4. Use existing content and create new content for social media, to highlight human rights work of the MHM (interviews with refugees, genocide survivors, victims of human rights abuses, Interviews with researchers, civil society, human rights defenders, live Q&A tweet session)	4. Spring - 2017		HR Coordinator Communication Coordinator Coms & Events Assistant	3. Increased number of followers on social media. Number of views, shares and clicks on content produced.	 about contemporary human rights issues. Long-term: a balance between the Holocaust and human rights aspects of MHMC's mandate is established.
3. Develop a broader audience for the United against genocide exhibit	Create the final section genocide exhibit in consultation with experts (digital experts, scholars) in order to ensure higher visibility and use of exhibit. Update traveling exhibit (Last two sections year 4 and 5) Increase visitorship through promotion and partnerships with universities and museums. Increase involvement of partner communities in the promotion of the exhibit. Develop a pedagogical tool to accompany the Genocide exhibit. Develop press brief (Updates and links with contemporary HR issues) along with activities around the Genocide exhibit with the pedagogical tool that is being developed.	1.June 2017 2. Fall 2017 3. January 2018 4. Summer 2017 5. Fall 2017	Yes: Dworkin Foundation until 2017 Future renewal of grant? Museum Assistance Program? (travel)	Human Rights Coordinator + Partner communities + Museum Coordinator + Education Coordinator + Communications Coordinator	 New theme developed with partner communities. Updated traveling exhibit Travel of exhibit: Number of venues; feedback from venues through evaluation forms Increased number of online visitors. New partnerships are created. Pedagogical tool developed and implemented. Activities developed and implemented. Exhibition consulted online (# of hits). Number of schools and museums that hosted the exhibit. 	 Short-term: number of visitors increases. Public has greater knowledge about genocide. Long-term: partnerships are deepened. Short-term: teachers can provide a clear link between the history of genocides and human rights. Long-term: increased public awareness about genocide prevention. MHMC acquires expertise on genocide prevention.
4 Ensure the MHM is seen as a key partner in Holocaust Education and Human Rights Initiatives across Canada.	1.Continue and strengthen existing collaborations with like-minded organisations 2. Reach out to new communities and human rights organisations through events development. (Canadian Museum for Human Rights, MIGS, Amnesty International' March of the Living)	2017-2018	Yes: Gen-J granted	HR Coord + Executive Director +AGAR +HRC members	Existing partnerships are deepened. Events organised in partnership. New partnerships are established. New communities involved. Tools created jointly	 Short-term: Awareness of the MHM as a spokesperson for human rights issues and as a potential partner. Long-term: MHM's reach and networks expanded.

Montreal Holocaust Museum PUBLIC POSITION ACTION PLAN 2017-2020

Goals/Objectives	Activities/Means	Timeline	Financial Resources	Human Resources	Outputs/Evaluation	Outcomes
1. Identify and respond to emerging issues in keeping with the Centre's Public Position Policy in order to influence public reflection and policy	 a) Choice of issues based on mission, mandate of Committee & current events b) Quarterly review of current relevant issues c) Use of social media d) Evaluate MHM role with key partners. e) Seek and use opportunities for partnership and positioning of the MHM f) Media relations: effort pan Canadian g) Use of website to make issues and MHM positions known 	Ongoing	No additional	 Human Rights Coordinator Executive Director Communications Coordinator Public Position Committee Chair and members Human Rights Committee members 	 Issues identified Op-eds, press releases Letters, meetings with political reps Partnerships with likeminded organizations on issues of common concern Meetings with political reps, presentations to Commissions. Briefs Partnerships: number & diversity Breadth of media coverage. Solicitation by media Monthly statements/articles/vi deos or interviews on current issues on website (expert or MHM) 	 MHM enriches public debate Influence on public policy and/or public thinking on the Holocaust and human rights, and past/present links MHM positioned as a credible forum on contemporary human rights issues New partnerships and consolidated partnerships Greater pan Canadian recognition of MHM role