

Attachment-1: Regular Community Benefit Agreement (CBA) Summary Report 2022

The following is a brief snapshot of the impact of regular Community Benefit Agreements (CBAs) for the calendar year of 2022. Each CBA is different, with a different history, relationship with the City, and type of work being carried out. The stories shared in the summary are done so with permission from the organization and participants where applicable, and names have been changed to protect their privacy.

Canadian Mental Health Association – Waterloo Wellington Seniors at Risk (CMHA)

Shared Purpose

Together with CMHA, we aim to address the needs of vulnerable seniors by supporting a Vulnerable Senior Services Lead to provide consultation/coordination, service planning, and access to community supports and awareness-raising with a focus on elder abuse.

City Objectives

The CMHA supports the City's goals of an Age-Friendly City by working on issues of elder abuse, hoarding, and mental health services for seniors collaboratively with key stakeholders in the community. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from City of Guelph 2022: \$65,887

Indicator Outcomes 2022

1. Number of people benefiting from Seniors at Risk program: 2,573
2. Number of units of service offered to vulnerable seniors: 1,419
3. Number of individuals that received training on topics of hoarding, addictions, elder abuse, dementia, and mental health: 739

Impact of Investment

The Seniors at Risk Program provides support to a vulnerable segment of the seniors' population in Guelph. It provides a needed service while building service provider capacity to identify and respond to issues facing seniors at risk, especially in situations of elder abuse or suspected abuse.

Seniors at Risk provide coordination and education across sectors for local agencies (including broader ethno-cultural and settlement services) to respond to the needs of vulnerable older adults, and work collaboratively with networks and partners to

develop proactive and innovative solutions. One of the primary challenges for vulnerable seniors in 2022 was access to affordable housing and retirement homes.

Without City support, the Seniors at Risk Program and Vulnerable Seniors Lead would likely cease to exist leading to a reduction in vulnerable seniors served and reduction of health and social service staff capacity to respond to issues of elder abuse, hoarding, and mental health for seniors which could lead to an intensification of these issues in the community.

Story of Impact

"An [elderly] male client was referred to Seniors at Risk via a police call by grandson to Guelph Police Services after client had left the family residence to go for a walk and did not return home in a timely period. Police reported this was a second recent occurrence where the client had left the home to go for a walk and family required police assistance to locate and return client home. Police located client approximately 7 hours later from the initial phone call from grandsons. Police transported client to hospital as a precaution and grandson met client there.

IMPACT was made aware of concerns and subsequently made a referral to Seniors at Risk to support client and grandsons. Seniors at Risk and Intensive Geriatric Service Worker (IGSW) became involved once client was discharged home from ER. This client was not connected to formal supports from Home and Community Care Support Services but had a small informal network of supports from the family's Nepali community in their neighbourhood.

The Seniors at Risk and IGSW engaged with a Nepali translator after the first visit with grandsons as it was determined the grandsons needing more support to understand the Seniors at Risk and IGSW roles and the concerns from the hospital and police. IGSW and Seniors at Risk remained involved to assist with connecting client with Home and Community services, [and other supports].

To date, this client continues to live at home with his grandsons as per his wishes and within his Nepali community who are supporting client as he ages in place. This success story demonstrates the collaborative work of typical community support services being offered while balancing the cultural community that is of importance to this client's ongoing care."

Vulnerable Seniors Community Lead

Children's Foundation of Guelph Wellington (CFGW)

Free to Grow

Shared Purpose

Together, with CFGW, we aim to collect and distribute funds to provide financial assistance or subsidies to enable children and youth to participate in recreation and leisure programs.

City Objectives

Through this agreement, the CFGW administers a financial assistance and subsidy program that the City used to operate internally. The CFGW has been able to administer the program in a more efficient manner while applying the program to a broader range of recreational and leisure programs in the city and thereby offering more choice to children and youth in need. The CFGW supports the City's goals around offering affordable recreational options to Guelph residents.

Investment from Guelph 2022: \$47,205

Indicator Outcomes 2022

1. Number of children that received financial support for recreational and cultural programs through Free to Grow program: 1,176 (up from 521)
2. Number of activities supported: 1,571 recreational, cultural and life skills programs
3. Percentage of eligible children that received funding: 100%

Impact of Investment

The CFGW ensures access to children's recreational programs regardless of the family's ability to pay through the Free to Grow subsidy. This is done through the provision of financial support for the activity of the child's choice, and partnering with local organizations and companies who want to help children within the community.

By the end of 2022, CFGW saw the start of return to pre-pandemic numbers and levels of funding requests, along with an overall increase in costs of programs across the community leading to future funding pressure for the program.

Without this investment, the City would need to operate the program internally at a greater expense, or many children and youth may no longer be able to access financial supports for recreational programs offered by the City of Guelph and other community organizations.

Story of Impact

"My son was dealing with a lot of life changes when we first moved to Guelph 4 years ago. Camp gave him the opportunity to just 'be a kid', have fun, socialize, and build his self-confidence. At the same time, I, as a single parent, have struggled with mental health issues, compounded by a huge change in decreased financial status. Camp provided both James and me with the precious time to become more emotionally stable and for me to create and access resources to become more independent and healthy. Camp gave us something positive in our lives when we needed it the most. It has improved my son's social skills, boosted his mood, and provided him with opportunities I could not afford."

Story from Free to Grow participant

Guelph Arts Council (GAC)

Shared Purpose

Together, with GAC, we aim to support the ongoing development, growth, engagement and promotion of the arts in Guelph.

City Objectives

The GAC supports the City in meeting our goals around culture by developing and implementing a number of arts initiatives, facilitating new partnership and collaboration to advance the arts in partnership with the City of Guelph, and acting as a resource with expertise on the arts community including on community needs and in understanding the value the arts bring to the City.

Investment from Guelph 2022: \$56,702

Indicator Outcomes 2022

1. Number of residents that participated in GAC activities including Art on the Street: 22,320 (up from 17,936)
2. Number of artists and arts organizations involved in GAC activities: 436 (up from 401)
3. Increase in social media engagement and followers: +40%

Impact of Investment

Through the City's investment, GAC is able to promote the arts across the community while supporting local artists and arts organizations through consultations, mentorship, learning opportunities, networking, and promotion. With this support, the City supports the growth and development of Guelph's creative sector, encourages widespread appreciation of the arts, and ensures the arts community in Guelph is able to thrive.

Following the pandemic, 2022 saw the return on in person workshops, the 20th anniversary of Art on the Street, Emerging Artist Mentorship Program, and other cultural programming.

Without City support, multiple arts-based events may no longer occur in the city of Guelph and local artists and arts organization would lack a resource to connect and leverage arts opportunities.

Guelph Community Health Centre

Toward Common Ground (TCG)

Shared Purpose

Together, with TCG and hosted by Guelph Community Health Centre, we aim to support the TCG vision where everyone is happy, healthy, and thriving.

City Objectives

TCG supports City goals in a number of departments including Community Investment and corporate strategic initiatives by creating increased transparency and access to data to support evidence-based programs, services and investments. TCG also supports more strategic decision-making and alignment with partners to leverage outside parties' resources and strengths. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2022: \$38,034

Indicator Outcomes 2022

1. Number of people that accessed TCG data and resources: 24,277 (up from 15,445)
2. Number of people that participated in the Building Connections campaign to highlight stories of adults who create a positive impact for kids: 8,295
3. Number of facilitated sessions to build alignment on systemic issues: 25

Impact of Investment

Through the City's investment, TCG has become a central collaborative initiative for major community benefit organizations in Guelph to develop a common understanding of major issues facing the community and a way to align partners to ensure the most effective results and avoid duplication of efforts.

This work contributes to improved consistency and access to data, more strategic decision-making, leveraging of community resources (\$357,500 leveraged for TCG initiatives in 2022), and building a culture of collaboration. In addition, TCG provided coordination to the Adverse Childhood Experiences (ACEs) coalition, supporting resilience in children.

Without City support, TCG would potentially cease to exist, leading to a lack of coordination on a number of important issues facing Guelph residents such as children's mental health.

Story of Impact

"In 2022, Toward Common Ground partnered with Our Food Future to plan and host a community resilience-building initiative. Members of the community planning team agreed community resilience requires connections between and with other community members. Rather than a one-day summit, the group launched the Setting the Table: Gatherings on Food Equity and Community Resilience.

On November 23, 2022, TCG hosted a community supper attended by approximately 95 individuals and catered by Community FEWD. In addition, the

Setting the Table Community Fund was announced. Individuals and organizations were invited to apply to the \$20,000 fund to implement their own resilience-building ideas, events, and initiatives. A total of 41 applications were received from across Guelph and Wellington. 19 projects that will foster relationships, new (core) skills and food access, and reduce stress to promote community resilience were funded.”

Manager of Toward Common Ground

Guelph Community Health Centre Wellington Guelph Drug Strategy (WGDS)

Shared Purpose

Together, with the WGDS and hosted by Guelph Community Health Centre, we aim to support the vision of a life free of harm from substance use for residents of Guelph and Wellington.

City Objectives

The WGDS supports the City’s goals in a number of departments including Paramedics, Bylaw, and Community Investment through their work with over 30 community partners to identify priorities, challenges and trends to reduce the harms of substance misuse, to offer expertise to stakeholders, and to lead the development of innovative programs and services. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2022: \$110,810

Indicator Outcomes 2022

1. Number of youth participants in the Concurrent Youth Services Hub that was developed with support from WGDS: 300 (up from 91)
2. Amount of funding leveraged from Health Canada for the Youth Services Hub: \$1,054,138
3. Number of peer workers interviewed as part of Peer Promising Practices research: 50

Impact of Investment

Through the City’s investment, WGDS has become a vehicle to take coordinated action on drug and addiction issues as they relate to municipal service planning across departments. WGDS provides coordination and support to organizations dealing with substance use to identify gaps and design new service models.

Initiatives led by WGDS in 2022 include Youth Prevention and Harm Reduction activities to develop key messages and materials, Peer Employment Promising

Practices research leading to cross sector training to support peer employees, and Support Not Stigma awareness activities.

Without City support, the WGDS would potentially cease to exist, leading to a lack of coordination on issues of drug use and addictions as those issues become increasingly prevalent in the community.

Story of Impact

“In 2022, it was announced that not just one, but two, projects that WGDS led previous had received funding from Health Canada’s Substance Use and Addiction Program.

The first of these, \$1,054,138 in funding, was provided to Wyndham House to provide wrap around health services to youth who access the Wyndham House Resource Centre. Approximately 300 of Guelph’s most complex youth access this Resource Centre annually. With the provision of the SUAP funding, now they can receive a range of healthcare services onsite, available on a drop-in basis. With improved health, mental health and addiction functioning, youth are better able to stabilize their housing and reduce their contact with police and other justice services. This has implications for both the youth who are directly involved and the broader community.

The second project, the Peer2Peer Overdose Response Service, is operated by Stonehenge and it received \$207,403 in funding. This service will employ three outreach workers whose job role is to connect with community members after they have experienced an overdose. The intention is to reduce the harm experienced as a result of overdose, reduce the incidence of repeated overdoses and to bridge clients into services that can support their needs.”

Kindle Communities Inc.

Community Access to Shelldale Centre

Shared Purpose

Together with Kindle Communities, we aim to provide low-, or no-, cost access to community space at the Shelldale Centre and Shelldale Family Gateway (formerly Better Beginnings, Better Futures), to support participation of residents in programs and services, particularly those that experience barriers.

City Objectives

Kindle supports City’s goals of engaging and strengthening Guelph’s neighbourhoods through the provision of low, or no cost, recreational programming and programs to meet local residents’ basic needs including the Breakfast Club.

Investment from Guelph 2022: \$50,000

Indicator Outcomes 2022

1. Number of meals served at daily Breakfast Club: 9,523
2. Number of people that used the community space through no-cost programming: 2,600
3. Number of community partners that leveraged space to deliver programs to the community: 25

Impact of Investment

The Shelldale Centre is an example of a community hub in Guelph that provides accessible and affordable space for use by neighbourhood residents through this agreement with the City. The space is provided at no- or low-cost for special events, gathering, building community connections, breakfast and food-related program, and to support a range of services and partnerships to support local residents.

In 2022, use of the community space exceeded pre-pandemic levels. Programs provided out of the community space included Breakfast Club, afterschool programming, yoga, Zumba, summer camps, community garden, games night, food and nutrition programs, drop-in nights for teens, and LGBTQ Scouts program. In addition to these programs the space was used to programming from community partners.

Without City support, community use of the Centre may be limited and become less affordable for residents.

The PIN People and Information Network (PIN)

Best Match Program

Shared Purpose

Together with PIN, we aim to ensure the appropriate use of police record checks within the context of a sustainable and comprehensive screening process through the provision of education and consultation on volunteer screening tools.

City Objectives

PIN supports the City's goals of supporting local community benefit organizations through the affordable and effective recruitment and retention of volunteers while still protecting our most vulnerable citizens.

Investment from Guelph 2022: \$44,656

Indicator Outcomes 2022

1. Number of community benefit organizations that benefited from the volunteer screening program: 239 (down from 267)
2. Number of 1-to-1 consultations with organizations about appropriate volunteer screening: 7 (down from 59)
3. Number of volunteer screening programs offered: 25

Impact of Investment

Through this agreement with the City, PIN is able to offer education while ensuring greater capacity of organizations to support volunteers and reduce risk.

In 2022, PIN continued with volunteer screening education, training, and support for not-for-profit organizations in Guelph. PIN identified that the pandemic had an impact on volunteering levels in the community with 84% of survey respondents (Community Benefit Sector Survey, December 2022) indicating that their organization has lost volunteers and a 50% decline in volunteers overall since 2021. PIN indicated that this has increased demands on capacity across the community benefit sector.

Of note, unfortunately, PIN discontinued operations in March of 2023, and dissolved the organization in July of 2023.

Story of Impact

"A significant impact PIN achieved in 2022 was the opportunity to offer 25 educational experiences aimed at various aspects of volunteer screening. Volunteer screening knowledge is vital to build capacity and robust risk management practices within volunteer engagement programs. Over 100 volunteer engagement leaders benefited from participation in the in-depth, focused volunteer screening sessions offered. One participant shared, "Being new to volunteer engagement and the organization, this information will help me understand current practice and help guide ongoing screening development."

Volunteer Program Coordinator with Testimonial from community benefit organization

Rotary Club of Guelph Canada Day Celebrations Shared Purpose

Together with the Rotary Club of Guelph, we aim to coordinate annual Canada Day Celebrations in Guelph.

City Objectives

The Rotary Club of Guelph supports the City's goals of national pride and civic celebration by coordinating all event logistics and communications around Canada Day on behalf of the City.

Investment from Guelph 2022: \$23,041

Indicator Outcomes 2022

1. Number of people that participated in Canada Day celebrations: 8,000-10,000

2. Increase in donations contributed back to the community as a result of the event: +50%

Impact of Investment

Through this agreement, Canada Day celebrations have been successful for a number of years while allowing the City to remain involved in celebratory activities. Celebrations in 2022 focused on a fireworks display.

Without City support, this civic celebration may not continue at the same scale leading to a more limited commemoration or cessation of commemoration by the recipient. Collectively, time and effort will be taken to include, and not cause harm to, equity-deserving and inherent rights asserting communities into any or a changed community commemoration.

Royal Canadian Legion of Guelph Commemoration of Remembrance Day

Shared Purpose

Together with the Royal Canadian Legion, we aim to support the commemoration of Remembrance Day.

City Objectives

The Royal Canadian Legion of Guelph supports the City's goals of commemorating Remembrance Day and to honour veterans and those whose lives were lost.

Investment from Guelph 2022: \$1,141

Indicator Outcomes 2022

1. Number of people that participated in Remembrance Day commemoration: 1,268

Impact of Investment

Without City support, Remembrance Day commemoration would not be able to continue at the same scale, leading to a more limited commemoration event, or cessation of commemoration by the recipient.

United Way Guelph Wellington Dufferin Poverty Task Force (PTF)

Shared Purpose

Together with PTF, we aim to support the vision that "poverty will be eliminated in Guelph and Wellington" by working collaboratively, informed by diverse voices of experience, to take local action and advocate for system and policy change to address the root causes of poverty.

City Objectives

The PTF supports the City's goals of ensuring the wellbeing of residents by

supporting everyone to have the income, resources, opportunities to participate in the community, appropriate, safe, and affordable housing, access to affordable and healthy food, and access to affordable health services. PTF raises awareness and provides coordination to partners working on these issues.

Investment from Guelph 2022: \$134,500

Indicator Outcomes 2022

1. Number of new Living Wage Employers enrolled in the program: 8
2. Number of people trained in Yes In My Backyard training: 113 (down from 323)
3. Number of people that benefitted from PTF events, training, peer involvement, employer engagement, and projects: 6,300

Impact of Investment

Through this agreement, the PTF coordinates local efforts to eliminate poverty and homelessness and ensures that municipal and other organizational work can be more effective and efficient. The PTF also provides local, provincial, and national expertise and data on poverty issues to the City of Guelph.

In 2022, the PTF put some focus on housing and homelessness gaining attention from both Provincial and Federal levels of government for affordable housing initiatives locally. The PTF also created opportunities for neighbours and community members living with low incomes to participate in leading community conversations on poverty issues. Further work accomplished in 2022 includes develop of audio plays highlighting the importance of decent work, continued work to support Permanent Supportive Housing, and development of the Storied Lives podcast in partnership with the University of Guelph.

Without City support, the PTF may likely cease to exist leading to a lack of coordination and information on poverty and homelessness persistent in the community.