

## **Attachment-2: Large Community Benefit Agreement (CBA) Summary Report 2022**

The following is a description of the impact of Large Community Benefit Agreements (CBAs) over \$200,000 in value for the calendar year of 2022. This summary offers more details around the work conducted in 2022 and indicators and measures used to highlight the impact of the recipients for residents. 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.

### **Art Gallery of Guelph (AGG)**

#### **Shared Purpose**

Together with the AGG, we aim to expand Canadian and international partnerships to engage the community in dialogue, shared learning opportunities and a forum for understanding contemporary and historical art practices through curatorial programming of exhibits, artist talks, camps, special events, and community partnerships.

The AGG is governed by the Art Gallery of Guelph Act of Provincial legislation. It is a partnership of three sponsoring bodies (the University of Guelph, the Upper Grand District School Board, and the City of Guelph), that also contribute funds to the organization.

#### **City Objectives**

The AGG supports the City's goals around culture to ensure that Guelph has a vibrant arts community to enrich our local culture and bring visitors from other parts of the world to be introduced to our city.

The agreement supports the City's 2024-2027 Strategic Plan, City Building 7: Grow and care for our community spaces and places, and 7.3.2: Implement the Culture Plan 2030 including developing space and funding opportunities through partnerships.

Investment from the City 2022: \$209,701

#### **Indicator Outcomes 2022**

1. Number of visitors: 35,680
2. Number of professional artists supported: 98
3. Amount of additional funding leveraged from federal and provincial funders for exhibitions and programs: \$704,758
4. Number of programs (including children's education programs) and exhibitions delivered for the community: 95
5. Number of volunteer hours contributed to the AGG: 2,660

## **Impact of Investment**

The AGG serves as a central arts institution in the City of Guelph. The Art Gallery's curatorial and event programming make art and visual culture accessible and add to the vitality of life in Guelph. The AGG also operates as a community arts centre and conducts educational programs in the visual arts for the community.

In 2022, AGG continued a focus on outreach and partnerships to support youth and diverse communities in Guelph. The AGG work is achieved by developing exhibitions that contribute to public discourse and dialogue, and educational programs that engage children and adults in learning with a diversity of artists from different backgrounds. An example of such an exhibition includes the Spectres of History exhibition that "explored ideas related to diasporic experiences, migration and colonization."

The AGG also diversified collaborations and partnerships with community-based organizations and initiatives and plan to continue this work. This contributed to 11 out of 12 exhibitions and an expansion of the AGG's collection to include new works from approximately a dozen artists that identify as Black, Indigenous and persons of colour.

During the ongoing COVID pandemic, AGG dealt with a number of closures and re-openings as permitted. While exhibitions and programs returned to in-person, the organization developed the ability to deliver hybrid activities to broaden community engagement and educational activities.

Without City support, the agreement between three partners keeping the AGG support may no longer be able to be maintained. It is not clear whether the AGG would be able to continue.

## **Story of Impact**

"This year, the Art Gallery of Guelph continued to successfully expand our collection to address critical gaps in representation. The gallery was able to focus on supporting the work of a number of artists who identify as Black, Indigenous and persons of colour, including those based in Guelph and the surrounding region...In November of 2022, the gallery was pleased to announce the 41st permanent installation in the Donald Forster Sculpture Park. Proximate to Don Russell's Circle Mound, KC Adams' sculpture Maada'oonidiwag (Coming together) provides a unique site in the sculpture park that allows for encounters with Indigenous stories and experiences."

Story from Director, AGG

## **Guelph Humane Society (GHS)**

### **Shared Purpose**

Together, with the Guelph Humane Society, we aim to support the vision of providing education, outreach, and long-term shelter and adoption programs.

### **City Objectives**

The GHS supports the City's goals in particular with the Corporate and Community Security division through their work providing animal welfare services, emergency housing, pet adoption, education to the community (including about cat welfare), and to provide supports for vulnerable residents caring for pets. While there is a significant municipal interest in this work, this type of service and education is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

This work is in addition to the Animal Services Agreement with the City of Guelph. The Animal Services Agreement has the Guelph Humane Society furnish animal control and short-term sheltering services to the City of Guelph. These services are a municipal responsibility under the Municipal Act. This summary only covers the CBA reporting as in 2022, the agreements were considered separate. In 2023, a new agreement was drafted to link the CBA and service agreement.

Investment from Guelph 2022: \$150,000 for the CBA, not including the Animal Services Agreement with the City of Guelph.

### **Indicator Outcomes 2022**

1. Number of families that adopted pets: 872
2. Number of people benefiting from education and outreach programs: 870
3. Number of foster family volunteers that opened their homes to GHS: 150
4. Number of families supported by the emergency boarding program: 41
5. Number of pets microchipped through low-cost microchip program: 162

### **Impact of Investment**

Through the City's CBA investment, GHS is able to better deliver on animal welfare services, sheltering, and education to the community. Some of these programs focus on ensuring that pet owners are able to maintain their existing pets despite temporary challenging circumstances. This includes the Pets in Transition program in partnership with Guelph Wellington Women in Crisis. Emergency boarding was also offered to residents in need. These two programs supported 41 families during difficult times with 68 pets returned to their families at the end of their stay. When owners are no longer able to care for their pet, GHS helps them with the transition and supported the relinquishment of 328 pets in 2022 to be re-homed through the adoption program. Prior to adoption, animals received veterinary care in amounts up to \$333,000.

Other animal welfare programs conducted by GHS include the low-cost microchip programs that supported 162 pets.

Education and outreach programs included virtual and in-person field trips to GHS, virtual classroom visits for over 600 children, 145 campers in summer camp programs over 9 weeks, and March Break camps which transitioned to virtual programming.

Without this investment or support, the City may need to identify alternative ways to meet its obligations towards animal trespassing and impounding as laid out in the Municipal Act.

### **Story of Impact**

"A buff-coloured tabby was found in a cat carrier, in a ditch near Whitelaw and Fife by someone passing by on a rainy, cold day in April 2022. The ditch was full of water, and so the cat was soaked and freezing. This individual removed the carrier from the ditch and called GHS to report it.

'The cat was very distressed when he came into our care, as the situation was very traumatizing for him,' says Samantha Westphal, Animal Care Manager at GHS. 'It's been difficult for our team to consider what would have happened had he not been found and come into our care.'

Kingo was able to fully recovery after his ordeal. He received the love and medical care he needed, including vaccinations and dental surgery. Kingo quickly found his Happy Tail ending in a new loving home in May of 2022."

Story from Executive Director, Guelph Humane Society

### **Guelph Neighbourhood Support Coalition (GNSC)**

#### **Shared Purpose**

Together with the GNSC, we aim to support the vision of the City's Sustainable Neighbourhood Engagement Framework: "Every neighbourhood in Guelph is a welcoming and inclusive place that engages with and involves residents, in large and small ways, in the activities that impact the circumstances, aspirations, and opportunities of all who live there and raise the quality of life as a whole."

#### **City Objectives**

The GNSC provides support and coordination to 14 different volunteer-led neighbourhood groups across the City. Together they ran 370 different programs specific to the needs of each neighbourhood.

The GNSC is the main organization supporting the City's goals of the Sustainable Neighbourhood Engagement Framework (SNEF). The GNSC is doing work that the City of Guelph used to do internally. The GNSC has demonstrated that the model of service delivery and support for neighbourhood groups envisioned by the City can

have a more significant impact on the community than the City of Guelph doing the work directly.

The agreement supports the City's 2024-2027 Strategic Plan, City Building 7: Grow and care for our community spaces and places, 7.3: Attract more people to our parks and programs by making them easier to access and enjoy, and various aspects of 13: Support community wellbeing through contributions to the Community Plan.

Investment from Guelph 2022: \$752,596 (GNSC Operations), \$80,000 (for Parent Outreach Worker Program and Parent Child programming) totalling \$832,596, and various in-kind contributions.

### **Indicator Outcomes 2022**

1. Number of residents that benefited from GNSC activities: 62,299
2. Number of volunteers involved in the GNSC: 1,003 volunteers contributing 21,623
3. Number of programs delivered through GNSC: 370 programs across over a dozen neighbourhoods
4. Number of children using GNSC summer camps across ten different neighbourhoods: 800
5. Number of backpacks distributed to children in Guelph: 1,660

### **Impact of Investment**

A significant portion of funds go to support GNSC staff and neighbourhood group staff to develop and implement community programs across the City. In 2022, these programs include Summer Camps for 800 children in ten neighbourhoods. The North End Harvest Market is an emergency food market which gave fresh food to 29,398 visitors in 2022. The market also offered free bread on Sundays to an additional 7,000 people. Public outdoor skating rinks were hosted in six neighbourhoods, specific programming for youth was conducted in eight neighbourhoods, and community gardens were coordinated in six neighbourhoods. The GNSC partnered on the Community Back Pack Drive which distributed backpacks to 1,660 children. To further support their goals to reduce the effects of poverty, emergency food access was provided in seven neighbourhoods, free clothing cupboards provided in five neighbourhoods, and free tax clinics in five neighbourhoods.

Through the City's investment, the GNSC has become a vehicle for a number of city-wide collaborative projects that rely on the GNSC to connect to residents in neighbourhoods. In 2022, the GNSC launched the FEWD Truck (Food Equity with Dignity) that supported four neighbourhoods resulting in a diversion of 4 tons of food waste saved from landfills while providing people with 10,000 meals.

In addition to these impacts, the GNSC was able to leverage \$325,377 in funding from other organizations and funders as a result of the City's investment. A further \$476,437 in in-kind contributions were leveraged for the organization as a result of the City's contribution.

While the pandemic ended in 2022, the GNSC identified that the high levels of need that were present during the pandemic have persisted for the most vulnerable in the community. As a result, the demand of food and emergency supports remained high.

Without City support, neighbourhood groups would lack funds, coordination, administration, and support to maintain important services for all residents, leading to a lack of opportunities for community connection and wellbeing for over 60,000 residents.

### **Story of Impact**

"My family has been involved with the North Riverside Neighbourhood group for many years. We have been both a benefactor and a recipient of support. My children have attended afterschool programs, summer camps, family fun nights and winter carnivals. My children have grown with the group as extended family members.

This year, my son, who suffers from severe social anxiety, joined me in giving back to the neighbourhood by delivering Christmas hampers. This was a huge deal for my son, who has been so crippled by his anxiety to the point where he could not return a library book. Feeling comfortable enough to carry boxes upstairs and into community members' homes was a big step forward for him. He is well aware that similar people had delivered boxes to our own home in the past, and he wanted to return the favour. The GNSC staff were so encouraging of him and understanding of his struggles that he cannot wait to do it again next year. To me, the North Riverside Group lives up to the GNSC vision of creating a community where everyone feels at home. There is more to making one feel at home in a community. Understanding one's needs and creating a space where everyone can participate equitably includes assisting in giving back to the extent they can and recognizing how big that is. Me delivering a hamper to someone is nothing; watching my son deliver the same hamper is priceless."

#### **Story from the North River Neighbourhood Group**

"I cannot thank the Bread Market enough. My son was having a birthday, and I did not have the means or the funds to get him a cake, but when the volunteers found out, they put a cake from Zehrs away and I was able to pick it up the day of his birthday and he was so excited. It was actually his favourite kind of chocolate cake."

Story from the North End Harvest Market

## **Wyndham House Youth Emergency Shelter (YES)**

### **Shared Purpose**

Together with Wyndham House, we aim to support the provision of a Youth Emergency Shelter (aged 16-24) and the vision for a community that supports youth in achieving their full potential.

### **City Objectives**

Wyndham House supports the City's Goals of stability and social inclusion of youth through the provision of a shelter for youth experiencing homelessness, and an access point for youth to access supports, workshops, and recreational activities to help stabilize their housing situations and obtain basic needs.

To these ends, Wyndham House takes a housing-focused approach to the emergency shelter. Staff receive training on diversion to support youth to find more permanent housing solutions instead of becoming chronically homeless.

The agreement supports the City's 2024-2027 Strategic Plan, 13: Support community wellbeing, and 13.3: Partner to address systemic gaps and opportunities related to homelessness, mental health, and substance use in our community.

Investment from Guelph 2022: \$485,699, and in-kind contributions related to the provision of space.

### **Indicator Outcomes 2022**

1. Number of homeless youths served over the year: 378
2. Number of youth diverted away from the shelter system: 317
3. Number of referrals to the specialized concurrent youth hub: 34
4. Number of youth transitioned to independent living: 41
5. Number of meals and snacks provided to youth using the shelter: 6,457

### **Impact of Investment**

Through this agreement, Wyndham House responds to a significant need in the community by providing the only emergency shelter support for some of the most vulnerable youth in the city who would otherwise be on the street. Wyndham House also implements best practices in shelter management to improve recidivism rates and supports for homeless youth. To this end, over 300 youth were supported by the Wyndham House diversion worker and a new youth-focused diversion tool was developed and youth to support 100 percent of the youth who requested shelter service.

In 2022, there was an average overall occupancy rate of 47 percent for 2022 which was slightly lower levels than pre-pandemic numbers. While occupancy was down, the average length of stay at just over 37 nights was up. Youth that stayed in the shelter received 6,457 meals and snacks and 1,012 hygiene kits and supplies.

While at the Shelter, youth also received referrals and connections to other supports including 34 clients referred to the Specialized Concurrent Youth Hub to receive additional mental health and addictions supports. For 98% of youth, this was the first mental health care they had received.

Wyndham House also received a significant contribution from the County of Wellington to operate the emergency shelter in the amount of \$386,047 in 2022.

Coming out of the pandemic, many challenges identified by Wyndham House remain. Challenges include: staffing, client health and wellbeing, increased risks of overdose, and a reduction in available support services.

Without City support, the shelter would likely no longer be able to function at its current scale and Guelph could be left without a youth emergency shelter.

### **Story of Impact**

"An 18 year-old female youth presented at the shelter from another city, but had been staying in Guelph. She had been kicked out of four shelters before coming to Wyndham House. She was Indigenous and had no family. Many of her previous caregivers were abusive resulting in short stays and many transitions...It had been years since she had seen a doctor, dentist or entered a school...

We offered her to stay at Wyndham House. During this time there were several incidents where she struggled to manage in this space...During her stay at the shelter and learning to trust staff she connected with Indigenous Children's service and began meeting with her worker. She expressed willingness to see a doctor and attend a nursing appointment with the support of her Wyndham House housing worker. She had tooth surgery and got glasses. After several weeks, she started to talk about housing and engaged in a housing search and made an email account...[with support from staff], she attended viewings and was able to secure housing and developed a plan to move out of the shelter. She stayed at Wyndham House for 185 days.

In December, she was rehoused in a small bachelor apartment that allowed for her to have private space, to have her cat which she identifies as a major therapeutic support. After moving, she began engaging more productively with workers and working on goals that she has previously identified. She has become more comfortable allowing workers into her home and communicates her needs frequently with her team of supports. She has begun the process of enrolling in a



continuing education program to complete her high school diploma and is eager to have access to the therapeutic supports offered by that program.”

Story from Executive Director, Wyndham House