

Staff Report



Community Services Department

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REPORT TO: Community and Infrastructure Services Committee

DATE OF MEETING: March 25, 2024

SUBMITTED BY: Mark Hildebrand, Director, Neighbourhood Programs and Services, 519-741-2200 x 7687

PREPARED BY: Teagan McKenna, Manager, Community Centres, 519-741-2200 ext. 7077

WARD(S) INVOLVED: All

DATE OF REPORT: March 15, 2024

REPORT NO.: CSD-2024-102

SUBJECT: Neighbourhood Association Affiliation 2024

RECOMMENDATION:

That the list of proposed Neighbourhood Associations, as attached to the Community Services Department report CSD-2024-102, be approved for affiliation for the year 2024 and added to the City's third-party liability insurance program.

BACKGROUND:

In July 2002, Kitchener City Council approved the introduction of an Affiliation Policy for Kitchener Neighbourhood Associations (NAs) MUN-FAC-324. This policy, which delineates the approval and renewal process for Affiliated NAs was developed in collaboration, involving City staff and NA representatives. The purpose was to ensure that volunteer groups, recognized by Council as affiliated NAs, gained access to the supports and resources provided by the City of Kitchener. Also, the policy clarified the respective roles and responsibilities of the NAs and the City.

As outlined in the policy, NAs will:

- Be a voluntary, not-for-profit, non-partisan, non-denominational group based in a geographic neighbourhood within the borders of the City of Kitchener.
- Be inclusive of and responsive to the needs of the community within the specific geographic area defined by the group.
- Be open to the public and make this known through communication to the residents of that neighbourhood by, at a minimum, publishing a contact number or through other means such as a newsletter.
- Have some level of activity with, at minimum, a contact person.
- Have some structure for accountability.

The City of Kitchener provides affiliated NAs:

- Coverage by a commercial general liability insurance policy, provided through the Waterloo Region Municipalities Insurance Pool.

*** This information is available in accessible formats upon request. ***
Please call 519-741-2345 or TTY 1-866-969-9994 for assistance.

- Access to facilities, program grants, fee assistance program, staff assistance, use of our registration software, and printing for newsletters (subject to guidelines and budgetary availability)
- Access to the City's inclusion support worker program at no cost to the NA

Affiliation of NAs are renewed annually:

- To ensure that NAs on the list are active and continue to meet the criteria for affiliation;
- To ensure that the contact information for affiliated NAs is current; and
- To obtain permission to release contact information to the public and staff.

REPORT:

Since the creation of the Affiliation policy in 2002, the nature of NAs has evolved and grown, as has the number of community centres offering programs to our community. In March 2023, council directed staff to bring back options for modernizing and strengthening the city's community centre operating model, including reviewing and revising any related guiding policies.

In June 2023, after consulting with NAs and analyzing the programs and services out of the City's 14 Community centres, staff presented report CSD-2023-125 which included a wide variety of recommendations to improve the operations of the City's community centres. Since that time staff have been working to implement those recommendations, including several related to amending the Affiliation Policy for Kitchener Neighbourhood Associations.

Outlined below are the NA affiliation policy amendments that were made based on council's June 2023 recommendations:

- NA's are required to establish and publish online an equity, diversity and inclusion policy for the Association which, at a minimum, commits to providing a variety of programs at city-owned community centres that meet the diverse needs of the residents (staff will be assisting NAs with this recommendation through 2024);
- All Neighbourhood Association Board members are to participate in city organized and funded EDI training on a periodic basis;
- NA's offering programs out of a City-owned community centre, who have generated more than \$20,000 in revenue during the previous fiscal year, are now required to report the following to maintain affiliation:
 - Annual financial information including: (1) total revenue generated during their previous fiscal year, (2) total expenses in their previous fiscal year, and (3) total funding held in reserves/savings.
 - Establish and publish online a reinvestment policy that will outline how the Association will reinvest net-revenues generated through programming offered at City-owned community centres into the community.
- Access and use of our registration software for administrative purposes was identified and added as benefit to NA's

Additionally, there were a number of other recommendations outside the affiliation agreement MUN-FAC-324, that have also been implemented including;

- The City's Leisure access fee assistance program has now expanded to cover all programming that is provided by NAs.

- All NA's offering programs out of city community centres are required to use the City's Inclusion Support Worker program for all program participants who request such support. The cost to support the Inclusion Support Worker program will be covered by the City.
- As a condition of affiliation, to support ongoing two-way sharing of information and collaboration, the Ward Councillor and a City staff person will now be invited to all Board meeting and the NA's AGM.
- NA's providing programming out of city community centres, need to agree to turn over any unspent funding to the City prior to ceasing to operate.

Please find attached a list of twenty-five NAs being recommended for affiliation with the City of Kitchener in 2024 (see Appendix A).

STRATEGIC PLAN ALIGNMENT:

This report supports fostering a caring city.

FINANCIAL IMPLICATIONS:

There are currently no financial implications. Services to NAs are provided through the Neighbourhood Programs and Services budget and printing process. As the population of the City of Kitchener increases and new neighbourhoods emerge, the current funding and support available to NAs will need to be reassessed to maintain the vibrancy and level of support to Kitchener neighbourhoods.

COMMUNITY ENGAGEMENT:

Staff have consulted with NAs concerning the affiliation process, and will confirm affiliation status for 2024, once approved. Information sharing and collaboration will occur as appropriate with emerging neighbourhood groups in regard to the process for affiliation.

The approved 2024 affiliation list will be shared with internal divisions such as Information Technology, Clerk's, and Communications to maintain updated information for access by the public, Council and staff.

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting.

PREVIOUS REPORTS/AUTHORITIES

CSD-2023-125 - Modernizing and City's Community Centre Operating Model and Related Guiding Principles

APPROVED BY: Michael May, Deputy CAO, Community Services

ATTACHMENTS:

Attachment A – List of 2024 Neighbourhood Associations

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