



United Way
Guelph Wellington
Dufferin

local love
IN A
GLOBAL CRISIS

2020
A YEAR
IN REVIEW





The Guelph Wellington Seniors Association packing up produce boxes at The Seed to deliver to seniors in need.

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To Our Valued Supporters and Partners,

“We are all in the same storm, but in different boats”

This saying really resonated with us during COVID-19 and the past year. During a time that had tremendous challenges, many of us had so much to be grateful for. However, this year has been more difficult for some of our neighbours than others. Before we celebrate the accomplishments of the year, we want to extend our condolences to those who have lost someone in 2020. Whether COVID related or not, this has been a difficult time to grieve. We also recognize that many people are experiencing some of the lowest points of their life and facing challenges they’ve never faced before. We empathize with where you are at and will continue to advocate and invest to help you navigate these uncharted waters.

The pandemic has demonstrated why we need to be nimble. We couldn’t be prouder of how our relationships and networks enabled us to quickly assess needs and mobilize a response at the onset of the pandemic. Our community stepped up and showed local love by donating, volunteering and pivoting to continue to offer and support front-line services. We are grateful to local donors and the federal government for providing critical funding and entrusting us to put it to work where it was needed most. Almost \$1.5 million provided services like virtual counselling, emergency food access and the PPE needed so that shelters could continue to stay open.

Thanks to the ongoing support of individual and workplace donors, we were able to extend our 2019 funding commitments for another year, so front-line social service organizations were able to focus on service delivery and not paperwork or stressing about revenue. We are proud that during one of the most difficult years to fundraise, with your generosity and thanks to past careful financial stewardship, we only had to reduce agency allocations by 2.5%. This funding, along with emergency funding, resulted in a total investment of \$3.9M in our community, right when it was needed most.

Organizationally, despite COVID-19, we continued to think about sustainability and focus on our vision to build trust and support as a community mobilizer in addressing our community’s pressing social issues. This has included some important work on ensuring best practice operations and board governance, building new options for giving, repositioning our community investments to make the greatest and most equitable impact possible and ensuring that you, our supporters, know the impact that you are making. Through communications like our “Act of Local Love” video series and this publication, we want you to know the lasting positive change you are creating.

One of the stories that has stuck with us from this year was shared by Rosey, a local senior. When COVID hit, she had to strategically plan her grocery shopping late at night or early morning, riding the bus alone and shopping when the store was empty to keep herself safe. It was a time when she felt most alone and invisible. The connection that was made with grocery and meal delivery and social supports, changed this and not only kept her fed, but made her feel valued. No one in our community should feel invisible. Your support helped changed that for her, and thousands of others. We know 2021 is not going to be easier but we are committed and know that together, we can help make sure others don’t feel the same way.

The social issues facing our community are challenging, complex and we can’t solve them alone. That is why we are so grateful for you. Together, we will champion shared responsibility for social good and help everyone not only recover but thrive.



Glenna Banda

Glenna Banda,
Executive Director



Khalid M. Khokhar

Khalid Khokhar,
President, Board of Directors

Our Team

We are incredibly grateful to our team of volunteers and staff for their passion and dedication to our community.

Board of Directors

President: Khalid Khokhar
Vice President: Judy Sorbara
Treasurer: Jean Prichard
Past President: Steve Allen
Ryan Baker
Kelly Henderson
Stuart Holloway
Vanessa McQuade
Rick McCombie
Terry Peach
Campaign Chair, Jeff DeRuyter

Campaign Cabinet

Jeff DeRuyter, Chair
Jason Bruder
Alasdair Campbell
Jill Ferguson
Robyn Gladstone
Dan Gillis
Sue Keuhl
Rory Labron
Rick McCombie
Jessica McGinnis
Sly Castaldi
Irene Thompson
Patricia Tersigni

Sponsored Employees

Helen Robson, Linamar Corporation
Vanessa McAlister, University of Guelph
Dana Aronowitz, University of Guelph

GenNext Committee

Rory Labron
Miranda Drexler
Jenn Bucci
Katherine Cavan
Josh Finlay
Kayla Gordon
Steve Kurtz
Vanessa McQuade
Jaime Power
Maryn Vonk

Women United

June Baldwin
Jordan Brown
Katherine Cavan
Elaine Fenner
Robyn Gladstone
Cathy Okrafka
Patricia Tersigni
Amy Tollefson

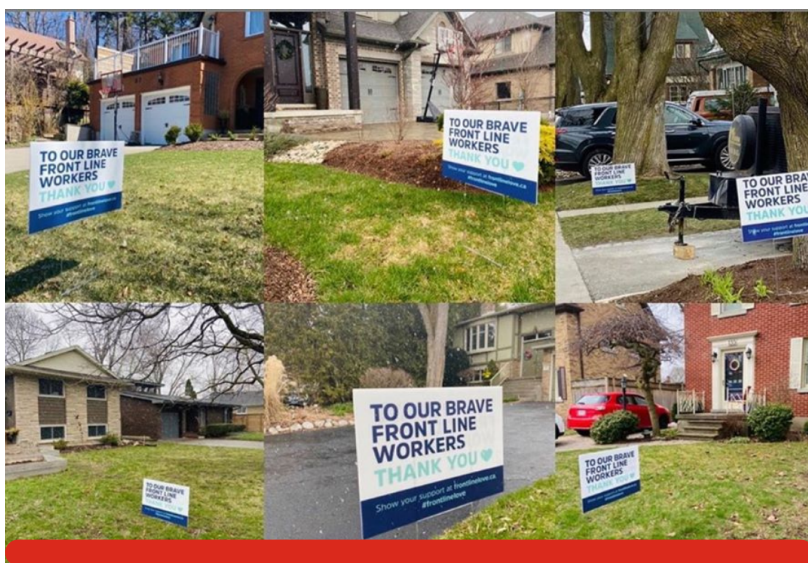
Leadership Committee

Les Herr
Rick McCombie
Rich Moccia
Irene Thompson
Lynn Vanschaik
Jane Wielhorski

Staff

Glenna Banda, Executive Director
Isabella Barretto
Brenda Carson
Sue Cybulski
Holly Freeman
Colleen Murdoch
Jillian Tausky
Jean Thompson

Staff Moving On During 2020
Ken Dardano



The sale of "Front Line Love" signs, organized by Sarah Francis, with proceeds donated to United Way's COVID-19 Community Response Fund

Our Role

Every day, communities depend on United Way to improve lives and create opportunities. Our organization exists to make a lasting difference in the lives of the people who need us most—to make an impact every day.

Our Mission

Our **mission** is to bring people and resources together to meet existing and emerging social needs, in order to improve lives and build strong, healthy communities for all.

Our Aspiration

United Way builds community that shares responsibility for social good.

Our Promise

United Way is committed to putting your dollars to work in the most effective way possible. We will continue to:

- Act as a strong community partner, alongside local government, businesses and our network of agencies
- Provide ongoing flexible and new emergency funding to provide support for our most vulnerable
- Act as a trusted partner in administering federal funding, to ensure effective and quick distribution
- Work on the frontlines alongside and in support of our agency partners
- Leverage research and policy insights to ensure we're making investments where they're needed most



Highlights of 2020

#UNIGNORABLE Game

Remember the days when we could do things like go to Guelph Storm games?

We do too, although it does seem like a lifetime ago!

Before the pandemic started, we hosted the #UNIGNORABLE game with the Guelph Storm Hockey Club. It was a fabulous night, all things United Way! We were happy to share more about the issues we work to support in the community and also collected LOTS of mitts to distribute to those in need!

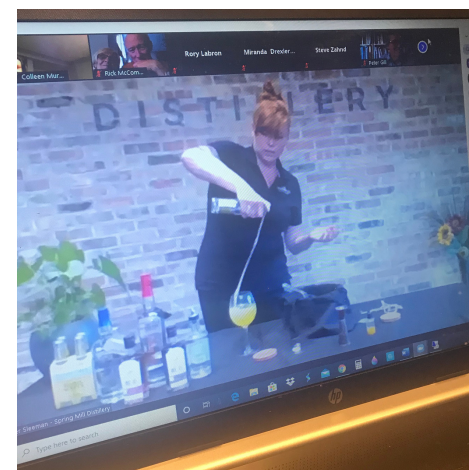


Mask-Off Event Funds Critical Mental Health Services

We were so thankful once again to the Mask-Off event committee, including Charmaine Collins, for another superb event, raising over \$51,000 for mental health programs in Guelph & Wellington. Thankfully this event squeaked in before the pandemic started as well! Mental health services became more important than ever during COVID-19. Thanks to all who attended, safety nets like the Distress Line and drop-in counselling were available through the pandemic.

Cocktail House Party

At the start of the pandemic, when it became clear that the GenNext team wouldn't be able to host the annual Downtown Walking Tour, they quickly pivoted and hosted a virtual Cocktail Party in June! Complete with a cocktail box delivered to their door, participants were treated to a cocktail-making lesson with Spring Mill Distillery! It was just the thing many of us needed as the impacts of the pandemic started to settle in and we couldn't see each other face-to-face!





Virtual Campaign Kick-Off

Like many other events in 2020, virtual was the name of the game! Usually a big event, our Campaign Kick-Off was moved online, broadcasted live from The Seed warehouse! We were pleased to be able to highlight the amazing space with The Seed and the work we had done just prior to COVID with our food security network of community partners. Thanks to everyone who joined us via Facebook and YouTube!

Getting Groceries to Seniors in Need

Early on in the pandemic, it became clear that seniors in our community were struggling with the fear and risks associated with getting to the grocery store. We partnered with TrilliumWest to put together a grocery shopping program for seniors in need. With an amazing group of volunteers, we were able to shop every week for a group of seniors and give them the peace of mind of having food delivered to their home.


MONDAY + TUESDAY
EVENING DELIVERY

SHOPPING FOR SENIORS

WWW.UNITEDWAYGUELPH.COM/SHOPPINGFORSENIORS



WHO CAN RECEIVE HELP?

- ✓ SENIORS
- ✓ RESIDENTS OF GUELPH
- ✓ VALID CREDIT CARD

DETAILS REQUIRED:

- ✓ FIRST & LAST NAME
- ✓ ADDRESS
- ✓ GROCERY LIST
- ✓ VALID CREDIT CARD

PLEASE SEND AN EMAIL TO
INFO@UNITEDWAYGUELPH.COM
TO SIGN UP AND BOOK YOUR SPOT

IF YOU HAVE ANY QUESTIONS,
PLEASE CONTACT:
SARAH: sarah@trilliumwest.com
COLLEEN: colleen@unitedwayguelph.com

PROCESSES DEVELOPED BY THE VOLUNTEERS FROM







Show Your Local Love

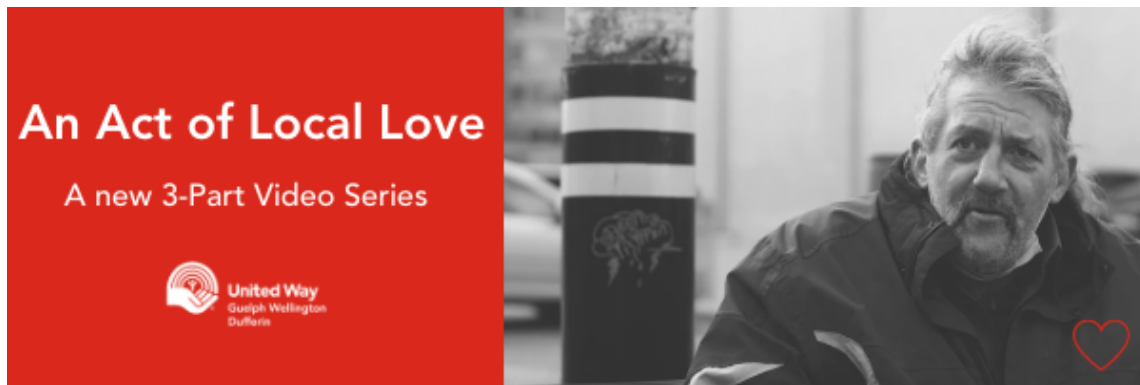
Show Your Local Love week took place in November and was an opportunity to join others to learn about the issues impacting our community, have fun, get engaged and show our #LocalLove.

There were a number of learning opportunities, fun special events and a curated list of give-back activities. Look out for the 2.0 version of this week in 2021!

Lessons With Local Leaders

The annual GenNext "Lessons with Local Leaders" event also went virtual.

Seventy-five young professionals and community leaders heard from keynote speakers on mental health & resiliency, and had an opportunity to connect with, and learn from, current community leaders and those who will lead change within our community in the future. It was a powerful event for all who joined!



So much changed over the past year, when the COVID-19 pandemic began – in some cases, more than many of us were aware of. Calls to our local Distress Line more than doubled every month. Food insecurity was at an all time high. Domestic abuse rates increased. And more of us, including seniors, were lonely and isolated. The inequities that were there before COVID, were only exacerbated, cracks in our system being exposed whether we saw them there before or not.

United Way, with the help of Ward1 Studios, produced "An Act Of Local Love" - a 3-part video series that took an in-depth look at some of the issues our community has faced and continues to face as a result of COVID-19 and the response of United Way and our community partners. It's meant to take you places you may not have seen or understood before – a snapshot of 'behind the scenes' so to speak. Will it make you uncomfortable? Maybe. But these are real issues facing some of our communities' most vulnerable.

We are extremely proud of this production and received many emails and notes about how it started conversations at home or opened eyes to unfamiliar topics. The videos have been viewed thousands of times and aired on RogersTV in early 2021. Thank you to all those who shared their stories with us and to Ward1 Studios for their help to bring them to the screen. If you haven't watched yet, you can view the entire series here - www.unitedwayguelph.com/actoflocallove

2020 Campaign Awards

Our traditional celebration at the end of the Campaign was a little different this year, celebrated 'virtually' instead of in-person. We missed seeing everyone together, high-fives and hugs, but we did manage to have a pretty great dance party! Everyone played a role in the 2020 Campaign - workplace volunteers, donors, committee members and community partners - and we were honoured to celebrate a few of them with awards at this event.

Campaign Champions Awards

Employee Campaign Coordinators who went above and beyond this year to ensure their campaign was a success.

Recipients:

Sue Keuhl, Sleeman Breweries Ltd.

Lorena Wilson & Bill Chambers, TransAlta

Giselle Vanneste, OMAFRA

Sarah Brennan, University of Guelph

Josh Oforio-Darko, Christina DePass & Agatha Nowakowski, Johnson & Johnson

Campaign Cornerstone Award

Organizations recognized for their continued, cornerstone support.

Recipients:

OMAFRA

The Co-Operators

University of Guelph

Linamar Corporation

Incredibles Award

Recognizes the "unsung heroes" of our Campaign

Recipient - Rick McCombie

Local Love Award

Highlights someone that takes pride in our great community and truly defines "Local Love".

Recipient: Carlie Roberts

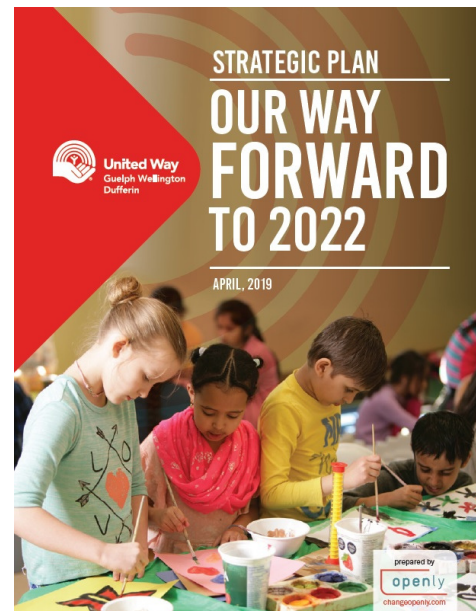


Our Strategy In Action

As we aspire to build community that shares responsibility for social good, we are putting our strategic plan in action by implementing operational updates and aligning our values and daily habits with our strategic directions.

You spoke and we listened. Based on community conversations, we commit to elevating our role as a catalyst for change in the following ways:

- We know that social issues facing our community are challenging, complex and we can't solve them alone. **We will champion shared responsibility for social good** to best serve our community through collective impact.
- Donors are increasingly wanting to be engaged in specific issues that are meaningful to them. **We will individualize our relationships so people can get involved in issues they care about and see the difference they make.**
- The role that United Way plays impacting social issues isn't always visible. **We will increasingly build trust and support as a community mobilizer in addressing our community's pressing social issues.**
- Demographics, employment and giving are shifting. **We will implement new ways to give that are available year-round and are accessible to all community members.**



While the COVID pandemic has influenced our focus and timeline in 2020, we have begun work on the following strategic initiatives:

- Using a collaborative community process to develop a new Community Impact Strategy that is focussed and relevant;
- Diversifying convenient giving options to ensure we have the ability to build options for giving and increase support;
- Creating new opportunities for our community and donors to engage in our work and on issues they care about;
- Increasingly achieve best practice operations and governance to build credibility and trust.

Building reciprocal relationships with our supporters is central to our path forward. If you'd like to find out more about our direction, please contact Glenna Banda, Executive Director at glenna@unitedwayguelph.com

Accountability

Transparency

We're serious about managing donor contributions wisely, and we believe you should feel confident when you give to charity. Every dollar you give to United Way Guelph Wellington Dufferin stays 100% local and our communities are measurably stronger because of the work you empower us to do.

We strive to be open and accountable. Our audited financial statements are available online. Our salaries are established based on a comparison of other charities' compensation, an assessment of roles and responsibilities, and a commitment to spending dollars wisely. We also encourage donors to consult our annual listing with the Canadian Revenue Agency (CRA).

Using Resources Wisely

Investing wisely in the right areas allows us to reach more people and create more impact, not waste more money. Along with investing in our local community initiatives, we make smart investments in our infrastructure so that we can:

- Monitor and understand our community needs,
- Raise the next dollar and be sustainable,
- Provide equitable pay and benefits to attract and retain staff,
- Evaluate and report back on impact,
- Have the tools we need to work efficiently and effectively.

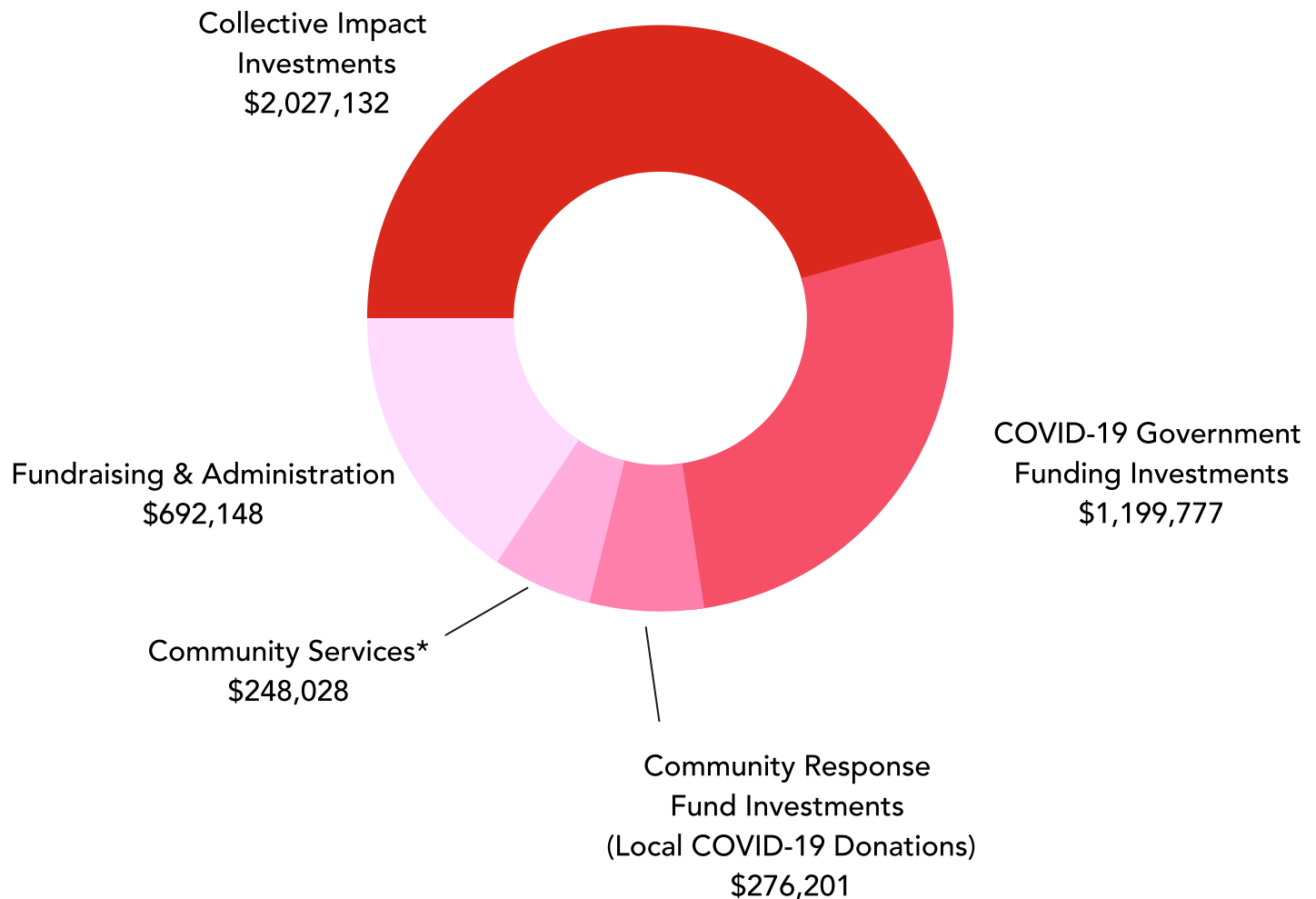
In 2020, for every dollar donated, 83 cents went directly to our local community initiatives. However, donors should be cautious about using our organizational overhead as the sole way to gauge effectiveness. This number can fluctuate from year to year based on a variety of factors but that does not mean we are necessarily making less or more impact.

Whether it is through community or internal investments, donors can trust that we invest our available resources in smart, strategic ways, to ultimately help the people who depend on us.



2020 Spending Overview

Through careful expense management and the generosity of our community, we were proud to invest in Guelph, Wellington and Dufferin in the following ways:



Other Financial Highlights

- \$3.5 million was distributed to partner organizations in Guelph, Wellington and Dufferin. By accessing reserve fund investments and careful expense management, we maximized our investments to front-line community services needed most during the pandemic.
- Over half of charities are reporting a decline in revenue since the onset of the pandemic, with an average decline of 43% (Imagine Canada). With thanks to our dedicated supporters and our ability to adapt, our annual campaign only saw a 12% reduction in revenue raising \$2.7 million (net raised excluding donor directed designations).
- *Community Services funding powers our role as a community mobilizer. It enables us to tackle the toughest problems our communities face, by accessing real-time research, data and stories of lived experiences to understand the challenges before us. We draw the right people to the table to address the issues, advocate for change and collaboratively build innovative solutions to community issues.

local love

IN A
GLOBAL CRISIS



A COVID-19 RESPONSE

On March 11, 2020, the World Health Organization declared the novel coronavirus outbreak a global pandemic. On that day, everything changed.

As the virus started to spread to our local communities, it was clear that COVID-19 was going to impact us in ways that we were not prepared for. Many would need extra support – seniors, children, families - those who did not have a place to call home and many who would find themselves navigating support for the first time. Front-line agencies would need to shift the way services were delivered - quickly.

At United Way, we knew that we were in the best position to mobilize the community and bring together all those who wanted to help – corporate partners, community members and the social services sector. This is, in fact, what we do 365 days of the year! We sprang to action and on March 19th, 2020, launched the COVID-19 Community Response Fund (Local Love In A Global Crisis) - to help with coordination efforts and raise funds for those most vulnerable. This Fund would ensure help was available when it was needed and assist our frontline agencies in responding as quickly and efficiently as possible.

On March 30th, United Way partnered with the Guelph Community Foundation to combine our efforts and maximize our impact with the COVID-19 Community Response Fund. Together, we would ensure even more would be supported. We are extremely proud of this newly forged partnership and look forward to working together on future projects that benefit our community.

In May, we would learn that the Government of Canada would be providing further emergency funding through the Emergency Community Response Fund, and entrusting United Way as one of the key partners to handle the rapid distribution of those funds. This would provide additional dollars to ensure those most vulnerable to the impacts of the pandemic were being supported. We were truly grateful for the opportunity to support our community in this way.

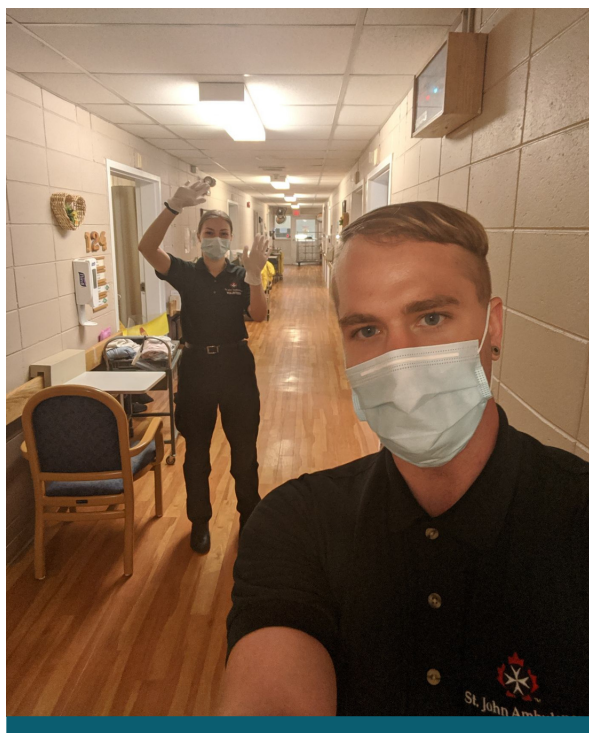
MOBILIZING A RESPONSE TO COVID-19

When the pandemic began, community organizations worked tirelessly to provide emergency support of all kinds—in particular, to individuals and communities experiencing continued or heightened vulnerability. Demand for services increased dramatically, and we needed to meet that demand.

When the COVID-19 Community Response Fund launched, we called on our communities to help us support those most in need, knowing that everyone was struggling to adapt their lives to a rapidly changing world. Some people had lost their jobs, others had taken on the roles of full-time caregivers, many parents began working from home while juggling virtual learning with their kids. For us, asking people, companies and organizations to partner with us during a time when so many had lost so much, amidst incredible uncertainty, was like taking a giant leap in the dark.

WE CALLED, YOU ANSWERED

But, the response was incredible! Long-time supporters of United Way's community impact work and donors who had never given to charity before understood the great need and recognized that United Way's proven record of collaboration and intimate knowledge of local needs made us the right organization to lead a collective response. Our community came together, united in local love, to support one another. In total, 75 grants and over \$276,000 of locally raised funds were distributed to community agencies between April-November of 2020.





EMERGENCY GOVERNMENT FUNDING

We are grateful to the Government of Canada for joining us in our COVID-19 work. The Prime Minister and local Members of Parliament recognized our efforts and our ability to support our local communities and trusted us to distribute additional funds to community partners through the Emergency Community Support Fund. Over **\$1.1 million** was distributed to 56 projects during two funding periods through this program between June-November. These funds allowed United Way to work with existing, and many new, community partners to fill gaps in services and ensure no one was left behind. Funded projects addressed issues like food insecurity, isolation, mental health, harm reduction, homelessness and impacted everyone from children to seniors. A full list of funded projects can be found on page 24 of this report.

We were also pleased to distribute over **\$75,000** through the Government of Canada's New Horizons for Seniors fund to organizations serving seniors in our communities. In order to learn more about the issues that needed our attention, and organize a collective response, we brought together over 15 seniors organizations to a community table. This group continues to meet today.

RESPONDING TO EMERGING NEEDS

In addition to providing much needed funding to address the impacts of COVID-19, many looked to us for support in other ways. We connected people and organizations to each other, to support one another and build capacity. We brought together corporations that wanted to help and organizations that needed help. We provided frontline organizations with donations of hand sanitizer and PPE. We mobilized volunteers to start a grocery delivery service to help get food to seniors who couldn't leave their homes. **And we listened.**

We listened to the struggles of community organizations and their staff, all experiencing difficulties in different ways. We supported however we could.



THANK YOU FOR BEING UNITED IN LOCAL LOVE

More than one year later, United Way is embedded in a community-wide response to the pandemic that will not end any time soon. We know the social effects of the pandemic will last long after the health risks come to an end. But we got through 2020 together, and we will get through the challenges ahead together.

We are grateful to every individual and organization who offered a helping hand, and to those who continue to invest so our communities are supported over the long-term. Your belief in the power of teamwork and coming together to solve the most pressing local issues is what fuels our work.

We are incredibly proud and inspired by all of the agency partners who showed tremendous compassion and adaptability to ensure there was a strong foundation of services available for the people who needed them. Our long history of partnership helped prepare us for the challenges we faced in 2020, but also allowed us to form new partnerships that will benefit our community in the long-term. To each and every organization who did everything they could when our community needed them most -thank you.



A senior at The Elliott Community connecting with a loved one through an iPad made possible through United Way COVID funding

THE IMPACT OF OUR COVID-19 RESPONSE

Our COVID-19 response was made possible because of the generous donors who supported our COVID-19 Community Response Fund, because of emergency funding from the Government of Canada through the Emergency Community Support Fund and the New Horizons for Seniors Program, and because of the dedication of the organizations we partnered with to uncover urgent needs and quickly respond and deliver solutions.

Locally, we collaborated with other funders to ensure that no duplication of efforts took place during this time of heightened need. Through constant dialogue, we were able to identify gaps that needed support and ensure funding was distributed equitably throughout Guelph, Wellington and Dufferin.

Many of the projects that were funded during the pandemic are not short-term solutions, but the keys to making social services more integrated and inclusive moving forward. If sustainable, many programs will act as the catalyst for lasting positive change in our community.



Volunteers packing groceries for the Emergency Food Home Delivery program at The Seed Warehouse

“

United Way's collaboration with others on a community COVID response demonstrated that they're here for the right reasons ... they're about being both responsive and building back the community.

- Community Partner

”

COVID-19 COMMUNITY RESPONSE FUND

While some of the investments made through the COVID-19 Community Response Fund met emergency, short-term needs, many of our investments will have long-term impacts for organizations and networks. Here's how we put locally donated COVID-19 dollars to work over the past year.*

Amount invested April 2020 - November 2020: \$276,201

We invested in:

66

agency
partners

75

programs

As a result of these investments,

27,055

people were supported



Basic Needs

10,102 people supported

Individuals and families received food hampers, produce boxes, ready-made & frozen meals, grocery gift cards, PPE and hygiene products in order to stay safe and healthy.



Support for Seniors

3,538 seniors supported

5,343 interactions provided

Seniors received technology to stay in touch with loved ones, virtual recreation and social programs, telephone check-ins, equipment to make staying at home safer and support to reduce severe isolation.



Capacity

12,827 individuals benefited from services

Community partners received additional funds to help keep the doors open and ensure services kept running for those who needed them. In some cases, renovations were required to make spaces safer to operate or additional funds were needed to adjust to a virtual environment. Access to additional funds to carry out these necessary changes were critical to



Mental Health

588 people were supported

1,057 mental health counselling sessions or calls were provided

Webinars, harm reduction workers, extra support for frontline staff and transportation to services and counselling sessions (virtual or via phone) were incredibly important as we dealt with one of the most prevalent secondary effects of the pandemic - declining mental health.

*Please see Page 22 for a detailed investment breakdown

Supporting families with food resources

"When we began to serve food during COVID-19, we started to receive calls from community members who had never used our services before. Very recently, Mary, a pregnant mother with three children gave us a call - she had never used a food pantry before, she had been isolating at home with her family and had no



family and had no other supports. Perhaps she had been food insecure before the pandemic, but had enough resources to hold on, week to week? We do not know. What we do know is that without this funding, we would not have been able to guarantee a safe and consistent service of food to the community and folks like Mary would go without food resources. This funding has guaranteed that we did not have to close our doors during a very difficult time for many families and community members." - Chalmers Community Services Centre

Reducing feelings of isolation among seniors



I am a 70-year-old woman who has lost strength and stamina after surviving cancer. As an older person I feel invisible in society. I think society feels older people do not matter. Although I live alone, I have never been bored or lonely until the pandemic. I would go out after dark to shop; I'd arrive at Walmart at 9:30 pm. I'd take 2 buses to get there and 2 to get home again with my groceries. I am glad there are only 3 people on the first bus and 4 on the second bus. I am relieved that people are wearing masks. I am glad I don't have to line up at the check out. I was "deadly tired" when I did this, but I did what I had to do to get food into my house.

Today, I opened my bag of groceries delivered to me to find a huge and beautiful beefsteak tomato, which I've already made into a lovely sandwich! As usual, a big thank you to you and all the team at GWSA-CSS. The fact that the frozen meals are starting up again is most welcome and feels very supportive and helpful.

With gratitude,

Rosey

-Guelph-Wellington Seniors Association Community Support Services

Getting services back up and running

"The Youth Hub is a one-stop-shop for complex youth in Guelph to seek barrier-free access to programs, services, food hampers, basic needs, healthcare and to just connect. With the support from the United Way GWD Community Response Fund, services are now available to youth once again as we have been able to have our Youth Hub adapted with social distancing measures and we have re-opened the Youth Hub." - Wyndham House



"Thank you so much to everyone who contributed to this emergency funding that has provided us with much needed resources to continue offering shelter and safety supports to women and children in our community who need us."

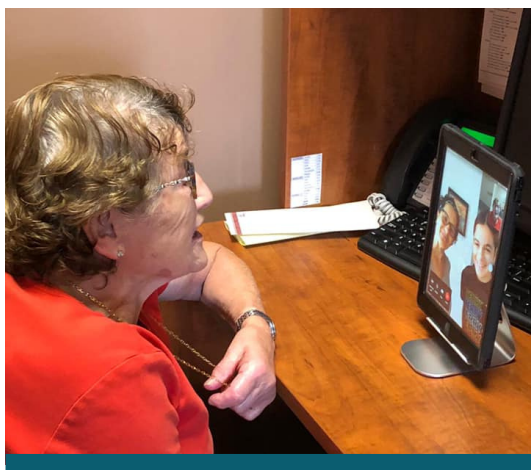
-Guelph Wellington Women In Crisis

"During the COVID-19 crisis, we saw an increase in anxiety and grief related issues, especially with clients who have experienced trauma in the past. As people were self isolating, new stressors and anxiety increased and previous emotional patterns intensified. This created additional challenges with program delivery. The counselling program helped to address these challenges."

- Lakeside HOPE House

Connecting Kids

"By maintaining these matches, we have given our mentees support to function in an incredibly difficult time. Disregarding the pandemic for a moment, the children in our mentoring programs are all identified as 'at-risk or marginalized' and usually suffer from or are at-risk of Adverse Childhood Experiences (ACEs) due to their living situation. ACEs are potentially traumatic events that occur in childhood such as experiencing violence, abuse, or neglect; substance misuse; mental health problems; or instability due to parental separation or household members being in jail or prison. If our mentoring programs are interrupted for any reason, these vulnerable members of our community feel a profound negative impact on their life experience. Combine that with the uncertainty and fear that a great deal of the public feels due to the pandemic, and it is clear that maintaining our mentoring matches through a virtual platform is vital for our mentees' health and wellness. Thank you for making this possible!" - Big Brothers Big Sisters Guelph



Adapting to a virtual world

"The funds that St. Joseph's Health Centre Foundation received from United Way enabled the purchase of 4 iPads to support patients and residents in long term care, complex care and rehabilitative care to stay connected with loved ones during the COVID lockdown. These virtual visits reduced the barriers of social isolation, provided emotional support, companionship, and lessened the feelings of depression and loneliness experienced by not only our patients and residents, but their loved ones as well."

BREAKDOWN OF INVESTMENTS

COVID-19 COMMUNITY RESPONSE FUND

Action Read Community Literacy Centre	\$3,500.00
After Breast Cancer	\$2,500.00
Alzheimer Society of Dufferin County	\$1,000.00
Alzheimer Society Waterloo Wellington	\$6,000.00
ARCH: HIV/AIDS Resources & Community Health	\$4,000.00
Art Not Shame	\$2,400.00
Asian Community AIDS Services	\$2,500.00
Best Buddies Canada	\$2,500.00
Big Brothers Big Sisters of Centre Wellington	\$1,000.00
Big Brothers Big Sisters of Guelph	\$5,033.00
Brain Injury Association of Waterloo-Wellington	\$2,500.00
Canadian Cancer Society	\$2,500.00
Canadian National Institute of the Blind	\$2,500.00
Career Education Council	\$2,500.00
Chalmers Community Services Centre	\$2,500.00
Child Witness Centre	\$11,000.00
Children's Foundation of Guelph Wellington	\$2,500.00
Church of the Apostles (Kitchen Bees)	\$5,750.00
CMHA Dufferin	\$2,500.00
CMHA Waterloo Wellington (Reducing Risk for Homeless)	\$39,665.00
Community of Hearts Lifelong Learning	\$2,500.00
Community Resource Centre	\$750.00
Crime Stoppers Guelph Wellington	\$2,156.38
East Wellington Community Services	\$4,000.00
Easter Seals	\$7,000.00
Elora Road Christian Fellowship	\$3,000.00
Family Counselling and Support Services for Guelph-Wellington	\$1,500.00
Family Transition Place	\$2,418.55
Focus on Nature	\$2,000.00
Free to Grow Soccer	\$1,500.00
Guelph & District Multicultural Festival	\$6,000.00
Guelph Arts Council	\$2,500.00
Guelph Enabling Garden	\$2,500.00
Guelph Neighbourhood Support Coalition	\$3,000.00
Guelph Wellington Seniors Association	\$2,500.00

Guelph Wellington Women In Crisis	\$16,591.00
Guelph Youth Music Centre	\$3,000.00
Housing Partners - PPE Equipment	\$2,750.00
Immigrant Services Guelph Wellington	\$1,000.00
Lakeside HOPE House	\$12,000.00
March of Dimes	\$2,500.00
Merry Mask Makers	\$1,000.00
Michael House Pregnancy Care Centre	\$4,000.00
North End Harvest Market	\$3,000.00
Orangeville Food Bank	\$5,000.00
Out on the Shelf	\$3,000.00
PIN – The People & Information Network	\$1,900.00
Portage Elora Drug Addiction Rehabilitation Centre for Youth	\$3,850.00
Ramoth House	\$3,832.00
Royal City Mission	\$2,500.00
Salvation Army	\$2,500.00
Sew on the Go (Church of the Apostles)	\$1,500.00
Shelldale Family Gateway	\$3,000.00
Special Olympics	\$8,000.00
St. James Church, Fergus	\$9,000.00
St. John Ambulance Guelph	\$2,500.00
St. Joseph's Health Centre Foundation Guelph	\$2,400.00
Starlight Canada	\$1,000.00
The Seed	\$20,000.00
Toward Common Ground	\$1,130.00
Township of Centre Wellington – Seniors Centre	\$2,500.00
Up & Running Guelph	\$1,500.00
Wellington County Learning Centre	\$3,500.00
Wyndham House	\$1,575.00
YMCA-YWCA of Guelph	\$2,500.00
Total	\$276,200.93

EMERGENCY COMMUNITY SUPPORT FUND - ROUNDS 1 & 2

10C Shared Space in partnership with Chalmers Community Services Centre	\$36,102.00
Alzheimer Society Waterloo Wellington	\$25,000.00
ARCH: HIV/AIDS Resources & Community Health	\$39,900.00
Autism Society of Ontario	\$10,000.00
Big Brothers Big Sisters of Centre Wellington	\$20,000.00
Big Brothers Big Sisters of Dufferin	\$15,000.00
Big Brothers Big Sisters of North Wellington	\$10,000.00
Canadian Mental Health Association Peel Dufferin	\$20,000.00
Canadian Mental Health Association Waterloo Wellington	\$51,720.00
Chalmers Community Services Centre	\$43,900.00
Children's Foundation of Guelph Wellington	\$47,750.00
Church of the Apostles (St. Matthias and St. James)	\$3,000.00
Community of Hearts Lifelong Learning	\$10,000.00
Compass Community Church partnership with Shelburne Food Bank	\$10,000.00
East Wellington Community Services	\$50,000.00
Easter Seals Ontario	\$5301.00
Everdale Environmental	\$21,900.00
Family & Children's Services of Guelph & Wellington County in partnership with Shelldale Centre	\$21,300.00
Family Counselling and Support Services for Guelph-Wellington	\$66,445.00
Food4Kids Guelph	\$30,000.00
Frontier College	\$5,000.00
Guelph Arts Council in partnership with Guelph Tool Library	\$28,000.00
Guelph Black Heritage Society	\$5,949.45
Guelph Community Health Centre	\$30,000.00
Guelph Independent Living	\$8,240.00
Guelph Neighbourhood Support Coalition	\$15,000.00
Guelph Wellington Seniors Association	\$69,000.00
Guelph Wellington Women In Crisis	\$3,000.00
Hospice Wellington	\$5,000.00
Immigrant Services Guelph Wellington	\$15,000.00
Jobs. Opportunities. Enterprise (JOE)	\$5,000.00
Lakeside HOPE House	\$36,000.00
Michael House	\$17,016.00
Nightingale Centre for Grieving Children, Youth and Families	\$4,572.00

Orangeville Food Bank	\$75,000.00
Shelldale Family Gateway	\$28,471.55
St. Joseph's Health Centre Foundation Guelph	\$37,000.00
Start2Finish Canada	\$10,000.00
The Corporation of the Township of Mapleton Seniors' Centre for Excellence	\$44,450.00
The Elliot Community	\$50,000.00
The Guelph Enabling Garden	\$5,000.00
The Seed	\$50,000.00
Welcome In Drop-In Centre	\$30,000.00
Wellington Dufferin Guelph Drug Strategy	\$12,500.00
Wyndham House	\$6,000.00
Total	\$1,199,777.00

NEW HORIZONS FOR SENIORS FUND

Alzheimer Society of Dufferin County	\$4,000.00
CMHA Waterloo Wellington – Older Adults Strategy	\$10,000.00
East Wellington Community Services	\$5,000.00
Family Counselling and Support Services for Guelph-Wellington	\$2,000.00
Guelph Independent Living	\$3,240.00
Guelph Wellington Seniors Association	\$20,000.00
Immigrant Services Guelph Wellington	\$2,500.00
Orangeville Food Bank	\$1,000.00
Shelbourne Food Bank	\$5,000.00
The Elliott Community	\$7,760.00
VON - Meals on Wheels Guelph Wellington	\$10,000.00
Total	\$70,500.00



2020 Community Impact Report

How We're Making An Impact

United Way mobilizes the power of caring communities to address the most complex social issues. But, we don't do it alone.

Our most complex social challenges demand collaboration, so we can have an even bigger impact. By bringing people from different organizations together to solve problems—from businesses, non-profits, governments, and more—we can make our communities measurably better. United Way works closely alongside issue experts on research planning tables to understand our community's needs and facilitate investment in programs through a volunteer Community Impact Committee.

United Way Guelph Wellington Dufferin creates lasting social change through five impact areas:

Connected Kids

All children and youth should believe in themselves and feel like they are a part of the community in which they live. When they feel a sense of belonging and pride in their communities, they are better able to deal with life challenges and get involved. Children who participate in activities are more likely to have higher self-esteem, develop skills for learning and form positive relationships.

Adequate Basic Needs

Basic needs include food, housing and income. These are crucial social determinants of health that individuals and families need to survive and thrive.

Belonging & Inclusion

Feeling a sense of belonging and participating in your community benefits individuals, organizations and communities alike. People who are connected to others and their community tend to be happier and healthier. Belonging and participating are ways to get emotional support, feel valued, decrease social isolation and give back to the community.

Positive Mental Health

Positive mental health means people can handle life's challenges. Mental health, poverty and overall well-being are connected. People who struggle with mental illness are more likely to have chronic illnesses. A mental illness can impact a person's ability to pursue education, or to find employment.

Support for Seniors

Social networks provide social, emotional and financial support to individuals, while connecting them to other groups, people and opportunities. Social participation affects physical and mental health and is especially important for older adults. Health benefits include better quality of life, living longer and a decreased risk of acquiring a disability, depression, anxiety or dementia.

These areas serve as the foundation for every initiative and decision the organization undertakes. Opportunities to take action are strategically assessed against their ability to achieve the outcomes in these impact areas. We then look at each opportunity and determine which of our tools to use in order to achieve our intended results:

Investment

We engage community experts and volunteers to advise on investments in programs, services, collaborations and initiatives that result in positive change, aligned to our priorities.

Convening

We bring together diverse groups of stakeholders to coordinate our efforts in order to solve social problems.

Advocacy

United Way strives to develop relationships with key stakeholders and government officials to advocate for change on social issues impacting our communities.

Research and Evaluation

United Way conducts and supports a breadth of research and data analysis that informs and guides our decision-making.

Resource Development

We raise money, recruit volunteers, secure resources, attain expertise, and build powerful partnerships with individual donors, businesses and other organizations—all to support initiatives that will lead to strong and thriving communities.



CONNECTED KIDS

SOMEONE TO LOOK UP TO

"A mother contacted our office saying that she could see that her young daughter was struggling during COVID-19. She asked for a mentor. We were able to match her with one of our college co-op students. During their weekly meetings the mentor was able to build a friendship with the girl. They did various activities over the virtual platform. When the college placement was finished **the mother told us about the positive impact the relationship had had on her daughter's mental health.** She asked if we could provide additional support. Luckily our college student could also see the impact of the program. Even though her placement is finished she will continue to have regular meetings with her mentee."

HOW YOUR DONATIONS CREATE CONNECTED KIDS

United Way's support of kids and youth helps to increase their self-esteem, to ensure they have the confidence to believe in themselves, provides them with opportunities to participate and build connections so children can achieve more, and fosters environments where kids and youth can build supportive relationships, develop leadership skills and strong friendships.

Thanks to your generous donation,

\$318,669

was invested in children and youth programs in our community in 2020.

THE ISSUE

Poverty, food insecurity, mental illness, domestic violence, and lack of early-year foundational supports have lifelong effects on children. This has a lasting impact on our community's young people, creating low self-esteem, problems building and maintaining relationships and affecting their chances at building a successful life.

LOW SELF-ESTEEM

As many as



of youth self-reported as having low self-esteem.

POOR MENTAL HEALTH

Over

50%

reported experiencing poor mental health.

LOW ACTIVITY

At least



of youth are not actively engaged in their community.

OUR COLLECTIVE IMPACT

This year, children and youth were able to engage in online group activities, participate in virtual mentoring programs to develop leadership skills, learn coping strategies for their mental health and build meaningful relationships with peers.

290

children and youth are participating more at school and engaging in new opportunities.

323

youth engaged in activities that built up their leadership skills.

1,826

kids now believe in themselves and have the confidence to pursue new opportunities in their community.

6,623

youth have improved relationships with others and have better social skills.



ADEQUATE BASIC NEEDS

PROVIDING FOOD & A SENSE OF BELONGING

"A guest who had never accessed our services before started coming to our Chalmers West location during the pandemic to pick up food for herself and her children. While standing in line, one of our volunteers started chatting with her and they started to get to know each other a little bit more every time she came. This volunteer encouraged this guest to join the volunteer team at Chalmers West and so, if you visit our location at 577 Willow Road, you will be welcomed by this new volunteer. *She speaks some of the same languages as our guests, so she is easily able to build trust and comfortability with guests, relieving them of the anxiety they might be feeling about accessing food support* from CCSC. We have had some terrific feedback about this new volunteer and her ability to create a feeling of "everyone is welcome here." United Way is, for certain, allowing us to provide food support to those in the community who are experiencing food insecurity. But, additionally, and perhaps more importantly, United Way is helping us to provide opportunities for connection and for community building."

HOW YOUR DONATIONS ARE PROVIDING BASIC NEEDS

United Way's poverty reduction efforts are designed to achieve measurable results which ensure families and individuals have the financial, social and personal assets they need to improve their quality of life. We work together with partner agencies to tackle the root causes of poverty by ensuring people meet their basic needs and build towards stability with financial empowerment supports.

Thanks to your generous donation,

\$545,175

was invested in our community in 2020 to alleviate poverty.

THE ISSUE

Complex challenges like job loss, illness, and the mounting cost of living prevent many individuals from meeting even the most basic necessities of life means making impossible trade-offs—like buying food or paying rent. Poverty touches almost every aspect of a person's life, from food, shelter, and unemployment to mental and physical well-being.

HOMELESSNESS

Roughly

146



people in Guelph Wellington are homeless each night.

ADEQUATE HOUSING

There are

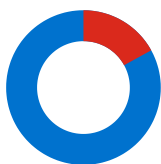
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neighborhoods in Guelph that have affordable 1 bedroom apartments for someone working Full Time at Min. Wage.

FOOD INSECURITY

Almost

17%



of Guelph households are food insecure.

OUR COLLECTIVE IMPACT

This year, your donation helped members in our community live in good health and with dignity, by providing programs and resources to help alleviate poverty.

56

people were able to access stable, affordable and appropriate housing.

13,834

people had increased access to sufficient nutritious, culturally appropriate, affordable food for themselves and their family.

303

people had access to adequate family-sustaining income/income supports.

347

individuals have access to, or new knowledge of, other services that will help them meet their needs.

99

people found shelter or emergency housing.

BELONGING & INCLUSION

GRIEF SUPPORT DURING COVID-19

"The group leaders have created a very safe and warm place for one to share their feelings and be comfortable grieving among others. I love having the connection with everyone. Having a place that lists resources at your fingertips is invaluable. We are blessed to have wonderful leaders who are always willing to change things up based on the input of participants. The ability to socialize and communicate instead of spending our time looking at the 4 walls especially now during these times of COVID lock down.

Knowing you are not judged for having certain feeling/troubles. Validation and acceptance and the ongoing support as there is no end date to grief.

I have learned a lot from all the readings and from all the other group members who share their experiences. It helped me enormously dealing with my own grief. Also, I think I have grown as a person and was able to share my own feelings and experiences."

HOW YOUR DONATIONS CREATE A SENSE OF BELONGING

United Way is working with community partners to support people in growing connections to others, in order to combat isolation and build belonging, create opportunities for people to get involved and become active contributors in our community and connect people to community services, to assist people in getting help when they need it.

Thanks to your generous donation,

\$323,669

was invested in 2020 to support a strong community where everyone has a sense of belonging.

THE ISSUE

Feeling a sense of belonging and participating in your community benefits individuals, organizations and communities alike. When we feel like we belong, we feel valued, we rely upon each other and we are more likely to contribute to creating strong communities.

NOT SUPPORTED

Almost

1/3



families with young children feel they can't count on a neighbour.

LOW SENSE OF BELONGING

Roughly

1/4

people in Guelph Wellington feel like they don't belong.

OUT OF PLACE

At least 1/3



of newcomers feel out of place in their new surroundings

OUR COLLECTIVE IMPACT

This year, your donation helped seniors in our community live healthier, happier, longer lives by providing programs that allow them to stay engaged with others and remain active.

3,816

people have an increased sense of belonging/connectedness to community (self-reports)

1,367

people improved social support and/or reduced isolation (self reports or observation by others)

2,157

individuals have engaged in new volunteering opportunities or spent more time volunteering.

1,185

individuals have engaged in new volunteering opportunities or spent more time volunteering.





POSITIVE MENTAL HEALTH

MOVING PAST TRAUMA

"A couple of years ago, a person came to the Mood Disorders Support Group with a diagnosis that was they would not be able to return to work again, resulting in them having to retire from a position they had worked many years to reach. They had struggled with trauma from their childhood years, something that affected them every day. An opportunity was offered to this person to see if they might want to facilitate the weekly meetings. They accepted it and **learned first-hand to use skills they learned from past experiences to effectively lead the meetings.**

A few months later there was an opportunity to join the board of directors as Vice President, and this person stepped up. This year, they will be taking over the role of President of the Mood Disorders Support Group of Guelph and are very thankful to have found their way here to help others the way they have helped them."

HOW YOUR DONATIONS ARE BUILDING POSITIVE MENTAL HEALTH

United Way invests in prevention and early intervention programs which provide a wide range of community-based services that help improve social support, self-regulation of emotion and coping skills, as well as increase access to help and support. With positive mental health, we are better able to cope and thrive personally and professionally.

Thanks to your generous donation,

\$693,157

was invested in our community in 2020 to ensure that our community can thrive.

THE ISSUE

The COVID-19 pandemic has wide-reaching effects on all aspects of our work, family, and social lives, including our mental health. Mental health, poverty and overall well-being are connected. Good mental health helps us enjoy our life and the people in it.

MENTAL HEALTH

Roughly



of Canadians indicated that their mental health had gotten worse in 2020.

YOUTH WELLBEING

Almost

1 IN 8

teenagers in Guelph and Wellington say they are struggling with mental health.

STRESS LEVELS

At least

1 IN 4

people feel too stressed on a daily basis.



OUR COLLECTIVE IMPACT

This year, your donation helped members in our community access programs and services that helped them cope with life's challenges and improve their mental health.

1,051

reported having improved self-regulation of emotion and coping skills.

7,185

people feel less isolated and that they have the social support to work through challenges.

OVER 5,000

situations where the risk of harm to an individual was reduced.

136

individuals have developed goals to help reduce stress and manage their mental health.

994

people report having increased self esteem.

7,360

people have improved knowledge of local services and how to access them.

SUPPORTS FOR SENIORS

A LIFELINE DURING THE PANDEMIC

"Carol is a care partner who lives with her husband Frank who is living with dementia. They live in a rural property just outside of Mount Forest and have found the pandemic and lockdowns to be extremely isolating, and reported feeling lonely, isolated and frustrated as her husband was no longer able to attend his adult day program. This program gave Carol the much needed respite she deserved and provided social stimulation for Frank. Alzheimer's Society Waterloo Wellington recognized that this family was isolated and needed support. The first step was helping Carol get set up with Zoom. ASWW's team worked one-on-one with Carol and taught her how to access and use Zoom's features. Now, Carol and Frank participate in many weekly therapeutic programs and Carol attends a support group once per month. She reports that **these programs have become a lifeline for her and Frank since the pandemic.** Carol reports that she appreciates the variety of programs- some that they can do together, programs that engage him, as well as programs that help support her as a care partner. "

HOW YOUR DONATIONS ARE SUPPORTING SENIORS

United Way invests in programs which provide a wide range of community-based services that help increase the overall wellbeing of seniors. Funded programs improve social support, reduce isolation and increase sense of belonging and connection to community. When seniors don't experience isolation and loneliness, they live healthier, happier and longer lives.

Thanks to your generous donation,

\$212,800

was invested in 2020 to support seniors in our community.

THE ISSUE

Too many residents in neighbourhoods across Guelph-Wellington find it difficult to access essential services and supports. These barriers are often amplified for vulnerable individuals, including seniors, and can lead to social isolation and mental health issues. The support that older adults receive through social networks is connected to better health, quality of life and an increased life expectancy.

AGING POPULATION

Almost 1/3



of Guelph residents will be 65+ within a decade.

LOW CONNECTEDNESS

Roughly

1/2

of people over 80 feel lonely on a regular basis.

MENTAL HEALTH

At least

35%



of seniors reported that COVID-19 has had a negative impact on their mental health.

OUR COLLECTIVE IMPACT

This year, your donation helped seniors in our community live healthier, happier, longer lives by providing programs that allow them to stay engaged with others and remain active.

281

seniors have improved knowledge of additional support services so that they can get the help they need.

7,315

seniors feel that they belong in their community and are more connected.

7,283

seniors are less isolated and have the social supports they need to thrive.

1,185

individuals have engaged in new volunteering opportunities or spent more time volunteering.

5,789

seniors have greater relationships with their family and friends.

*Data is reflective of information provided through agency reports up until June 2021 and may be incomplete in some areas. Further, COVID-19 impacted the methods and capacity of many community programs and may be reflected in these numbers.

ADDITIONAL INVESTMENTS:

SPECIAL PROGRAMS:

Special Programs Funding is reserved for innovative programming or programs addressing social issues that balance between prevention and direct intervention. A program receiving funding will support collective community impact of funded agencies where no one agency has the capacity to do so on their own.

**GUELPH
COMMUNITY
HEALTH CARE**

\$14,250

**TOWARD COMMON
GROUND**

**PUBLIC HEALTH
WELLINGTON-DUFFERIN
GUELPH**

\$23,750

**GUELPH AND
WELLINGTON POVERTY
ELIMINATION TASK FORCE**

**STONEHENGE
THERAPEUTIC
COMMUNITY**

\$75,000

**SUPPORTED RECOVERY
ROOM**

SPECIAL PROGRAMS:

**LAKESIDE HOPE
HOUSE**

\$9,500

**REFRESH: BRINGING
GOOD FOOD HOME**

STUDENT VOLUNTEER SCHOLARSHIPS

\$3,700



WE ARE LOCAL EXPERTS

By investing in individual programs and by participating with local community committees - those that receive United Way funds and those that do not - we aim to address the social needs of individuals and families in our community that are vulnerable to social and systemic barriers, in order to create meaningful change. We are happy to work with our community partners on the following committees and task forces:

COMMUNITY DATA PROGRAM - WELLINGTON-DUFFERIN-GUELPH CONSORTIUM

This program functions as a gateway for municipalities and community organizations to access data, monitor and report on social and economic trends within their communities.

GUELPH WELLINGTON TASK FORCE FOR POVERTY ELIMINATION - MEMBERSHIP COMMITTEE

This committee focuses on developing an intersectional approach regarding Housing & Homelessness, Livable Incomes & Decent Work, Food Insecurity and Health Inequalities in our local community. This work is supported by the Research & Knowledge Mobilization Committee and the Wellington-Guelph Housing Committee.

GUELPH WELLINGTON LOCAL IMMIGRATION PARTNERSHIP - LEADERSHIP COUNCIL

This council is a large coalition of individuals representing a wide range of groups in the community. Their focus is in creating a more welcoming and inclusive community for immigrants by developing effective solutions that address economic and social issues.

GUELPH-WELLINGTON FUNDERS NETWORK

The purpose of this network is to take a birds-eye view on local issues and needs, and align them to different funding processes. This requires members to take collective action and respond to funding requests and needs in the community.

INTEGRATED YOUTH SERVICES NETWORK - SERVICE PROVIDERS NETWORK

This initiative aims to deliver mental health services to youth ages 12-26 to meet a wide range of needs. Services and programs are co-designed with youth to make sure that they are able to get what they need, when they need it, at seven hubs across Guelph Wellington.

MAYOR'S TASK FORCE ON HOMELESSNESS AND COMMUNITY SAFETY

A combination of community leaders and agencies, convened by Mayor Guthrie that work together around the issues of homelessness and related issues of addiction, mental health, and community safety.

TOWARD COMMON GROUND - STEERING COMMITTEE

This committee aims to build a sustainable collective planning model to support stakeholders of social and health well-being and to take action that makes a difference in the lives of people in our community.

DUFFERIN COUNTY EQUITY COMMITTEE (DC MOVES)

This committee is made up of agencies representing a diverse cross section of social, health, education, and economic organizations, decision makers, and community leaders who work with the Dufferin population. Their focus is to help everyone reach their full potential by advocating for and informing others about housing and homelessness, employment and health equity.

UNITED WAY'S FOOD INSECURITY NETWORK

A network of similar-minded funded agencies that work together to create a collective food security strategy.

UNITED WAY'S ADVERSE CHILDHOOD EXPERIENCES NETWORK

A network of similar-minded funded agencies working together to create a collective strategy focusing on children and youth under our Connected Kids area.

UNITED WAY'S SENIORS NETWORK

A network of agencies who provide programs and services to seniors in Guelph, Wellington & Dufferin. The purpose of the network is to connect organizations to one another, identify gaps in services and work on ways our community can better meet seniors' needs.

WELLINGTON-DUFFERIN-GUELPH COALITION FOR REPORT CARDS ON THE WELLBEING OF CHILDREN

This committee is a collaborative group that examines and provides access to a wide range of population-level health and well-being indicators. These indicators support the understanding of children and youth well-being in our community. This work is in partnership with the Upper Grand District and Wellington Catholic School Boards. Additional committees that support this work include the Core Indicators Advisory Committee, Data Access Working Group and the Knowledge Activation Team.

EXECUTIVE DIRECTOR PEER GROUP

The Executive Director Peer Group of Guelph/Wellington (EDPG) is a group of executive directors that come together on a regular basis, to grow as professionals and leaders. Through sharing personal experiences and learning from guest speakers, EDPG members are interested in improving our skills, sharing opportunities and finding creative solutions to common challenges. In 2020, United Way provided funding for new Executive Directors to join the group, to help strengthen our sector during a challenging time.



2020 FUNDED PROGRAMS

ORGANIZATION	PROGRAM	AREA SERVED		
		GUELPH	WELLINGTON	DUFFERIN
Action Read Community Literacy Centre	Early Start Family Literacy	•	•	
	Adult Program for Community Inclusion	•	•	
Alzheimer Society Waterloo-Wellington	Rural Outreach Services	•	•	
ARCH: HIV/AIDS Resources & Community Health	HIV/AIDS Prevention & Support Program	•	•	•
Autism Ontario - Wellington County Chapter	Summer Programming	•	•	
Big Brothers Big Sisters of Dufferin & District	Match Program			•
	In-School Mentoring			•
Big Brothers Big Sisters of Guelph	Big Bunch Group Program	•	•	
	One to One Community Match	•		
	School-based Mentoring	•		
	In-School Mentoring Program	•	•	
Big Brothers Big Sisters of North Wellington	Go Girls and Game On		•	
	In-School Mentoring		•	
	One to One Match Program		•	
Canadian Hearing Society	Hearing Care Counselling Program	•	•	•
Canadian Mental Health Association Waterloo Wellington	Mental Health Promotion & Education Services	•	•	
	Spark of Brilliance	•		
	YouthTALK	•	•	
	Hoarding Response	•	•	
Canadian National Institute of the Blind	Peer and Home Based Support Program	•	•	•
	Beyond the Classroom	•	•	•

2020 FUNDED PROGRAMS

ORGANIZATION	PROGRAM	AREA SERVED		
		GUELPH	WELLINGTON	DUFFERIN
Centre Wellington Food Bank	Healthy Fresh Food	•	•	
Chalmers Community Services Centre	Food Pantry	•		
Child Witness Centre	Child Witness Program	•	•	
Community Resource Centre of North and Centre Wellington	Outreach and Support Services		•	
Dufferin Child and Family Services	GLOW (LGBTQ Youth Group)			•
Dufferin Parent Support Network	Group Parent Education			•
East Wellington Community Services	Community Support Services		•	
	Food Bank	•	•	
Family and Children's Services of Guelph and Wellington County	Nurturing Neighborhoods Initiative	•		
	Give Yourself Credit	•	•	
Family Counselling and Support Services for Guelph Wellington	Quick Access Affordable Counselling	•	•	
	Distress Line	•	•	
Guelph Community Health Centre	Emergency Food Home Delivery Program	•	•	
	Toward Common Ground	•		
Guelph & District Multicultural Festival	Community Engagement	•		
Guelph Enabling Garden	Volunteer Program	•	•	•

2020 FUNDED PROGRAMS

ORGANIZATION	PROGRAM	AREA SERVED		
		GUELPH	WELLINGTON	DUFFERIN
Guelph Independent Living	Community Inclusion	•		
Guelph Neighborhood Support Coalition	Neighborhood Wellbeing & Resiliency	•		
Guelph & Wellington Task Force for Poverty Elimination	Poverty Elimination	•	•	
Guelph Wellington Seniors Association	Community Support Services	•	•	
Guelph-Wellington Women in Crisis	Rural Woman's Support Program	•	•	
	Sexual Assault Centre	•		
Headwaters Communities in Action	Volunteer Dufferin			•
Hospice Wellington	Grief & Bereavement	•	•	
	Wellness Program	•		
Immigrant Services Guelph-Wellington	Mobilized, Engaged, Involved	•	•	
John Howard Society of Waterloo-Wellington	Bullying Prevention/Social Competency	•		
	Community Aftercare	•	•	
Lakeside HOPE House	ReFresh: Bringing Good Food Home	•		
Learning Disabilities Association Guelph-Wellington	Information, Referral & Support Program	•	•	
March of Dimes Canada	Assistive Devices Program	•	•	•
Michael House Pregnancy Care Centre	Residential Program	•	•	•
	Supportive Transitional Housing Program	•	•	

2020 FUNDED PROGRAMS

ORGANIZATION	PROGRAM	AREA SERVED		
		GUELPH	WELLINGTON	DUFFERIN
Mood Disorders Support Group of Guelph	Mood Disorders Support Group	•	•	
PIN - The People and Information Network	Community Information Program	•	•	
	Volunteer Services	•	•	
Rainbow Programmes for Children	Inclusive Summer Day Camp	•	•	
Shelldale Family Gateway	Youth Resiliency Program	•		
St. John Ambulance - Guelph Branch	Therapy Dog Program	•	•	
The Drop-In Centre	Drop-In Centre	•	•	
United Way Guelph Wellington Dufferin	Community Impact	•	•	•
Upper Grand District School Board/Wellington Catholic School Board	Student Volunteer Recognition	•	•	•
Victorian Order of Nurses Waterloo Wellington Dufferin	Subsidy Transportation	•	•	
	Meals on Wheels - Guelph/Wellington	•	•	
Wellington Country Learning Centre	Just for YOUTH Program		•	
	Bridges Out of Poverty: Circles		•	
Wyndham House	Long-Term Transitional Housing Program	•	•	
	Youth Resource Centre	•	•	
YMCA/YWCA of Guelph	Teenage Parents Program (TAPPS)	•		



United Way
Guelph Wellington
Dufferin



Help starts here.

What do you
do when you
need help but
don't know
where to turn?



Maybe you're new to the community or you're experiencing a new situation. If you don't know where to turn, call 2-1-1. 211 offers 24-7 referrals to over 56,000 social services in Ontario. The telephone help line (2-1-1) and website provide a gateway to community, social, non-clinical health and related government services and helps to navigate the complex network of human services in our community quickly and easily, 24 hours a day, 7 days a week, in over 100 languages. Locally, our community data is provided by PIN: The People and Information Network, to ensure your call will find a local service to turn to.

Thank you!

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United Way
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Change starts here.

A special thanks to the many local businesses that provided United Way workplace campaigns with free or reduced cost items for their events.

Local Leaders List

Thank you to our Local Leaders! This group of extraordinary organizations are leading the way when it comes to rallying their employees in giving back to the places where they live, work and raise their families. Through their partnership with United Way, which includes employee volunteering and giving campaigns, and corporate support, these dedicated workplaces are demonstrating their commitment to creating strong and thriving communities—and changing local lives.

Platinum

Agricorp	Government of Canada	Rowan Williams Davies & Irwin Inc.**
Alectra Utilities**	Workplace Charitable Campaign	Sleeman Breweries Ltd.**
Bank of Montreal	Guelph General Hospital Employees	Sun Life Assurance Company of Canada
Blount Canada Ltd.	Johnson & Johnson	Syngenta Canada Inc.
Cargill Limited**	LCBO	TD Canada Trust
CIBC	Linamar Corporation	The Co-operators**
City of Guelph	Metro Ontario Inc.	The Tricar Group*
Costco Wholesale Canada Ltd.	Provincial Employees	University of Guelph
General Electric Canada Inc.*	RBC Royal Bank	Wellington Catholic District School Board
		Wellington County Employees

Gold

Action Read Community Literacy Centre	IG Wealth Management
ARCH: HIV/AIDS Resources & Community Health	Inbox Marketer Corporation
Avient Canada ULC	Intact Financial Group
Bell Canada	Local 4610 USWA District 6
Big Brothers Big Sisters of Guelph	Manulife Financial
Canada Life	Metro*
Canadian Tire*	Medtronic of Canada Ltd.
Centre Wellington Hydro	Meridian Credit Union
Community Resource Centre of North and Centre Wellington	Newdon Industries Ltd.
East Wellington Community Services	Nintendo of Canada
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Enbridge*	Owens Corning Canada**
Family & Children's Services of Guelph and Wellington County	PepsiCo
Family Counselling & Support Services for Guelph-Wellington	Puslinch Lake Golf Course Limited
Farm Credit Canada	RLB LLP
GM BluePlan Engineering Limited	Schneider National*
Google	Scotiabank**
GSW/A.O. Smith Water Heating Company*	Sunstar Americas Inc.
Guelph Chamber of Commerce	SV Law LLP
Guelph Community Health Centre	Tacoma Engineers Inc.
Guelph Twines Ltd.	TC Industries of Canada Company
Guelph Wellington Women in Crisis	The People and Information Network (PIN)
Guelph/Wellington Seniors Association	Transalta
Homestead Land Holdings Limited	Triumph Tool Ltd.
Homewood Health Centre	United Parcel Service
	United Way Guelph Wellington Dufferin Employees
	Valcom Limited
	Wellington Dufferin Guelph Public Health
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Leader

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Canada Post Corp.
Child Witness Centre
Coldwell Banker Neumann Real Estate*
Derek G. Graham Ltd.
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Dufferin Child & Family Services
ELANCO Animal Health
Enterprise Rent-a-Car
Guelph Independent Living
Hospice Wellington
March of Dimes Canada
Olympic Honda Auto Sales

Ontario Mutual Insurance Association
OSSTF District 18
Retired Teachers of Ontario
Ricoh Canada
Royal City Tennis Club
Sifton Properties
Unifor
Upper Grand District School Board
Waterloo Wellington LHIN
Wellington County Learning Centre
Wyndham House
YMCA-YWCA of Guelph

*Indicates a donation to the COVID-19 Community Response Fund
**Indicates a general donation to United Way or Workplace Campaign and a donation to the COVID-19 Community Response Fund



Leadership Honour Roll

In 2020, 375 Leadership Donors donated over \$689,389 to United Way, both through regular donations and COVID-19 relief. United Way Leadership donors are recognized for annual gifts of over \$1,000.

We thank the individuals below for their generosity and their contribution to improving local lives and building community.

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Brenda Coomber & Jamie Ford*
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John & Pamela Rennie
+2 Anonymous Champion Donors

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*Indicates donors who gave to both the United Way Campaign and COVID-19 Community Response Fund

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*Indicates donors who gave to both the United Way Campaign and COVID-19 Community Response Fund

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