



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

0

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 May 14, 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.

To read our full 2020 Financial Statements, please visit
unitedwayguelph.com

A Year In Review Is
Sponsored By:



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Registered Charitable Number:
10745 7053 RR 0001

This report was released May 27, 2021, at
United Way Guelph Wellington Dufferin's
Annual General Meeting.