Regional Municipality of Waterloo
Community Services Committee
Minutes

Tuesday, February 3, 2015
12:52 p.m.
Regional Council Chamber
150 Frederick Street, Kitchener


Declarations of Pecuniary Interest under “The Municipal Conflict of Interest Act”

None declared.

Delegations


Kristine Allison introduced the “Community Trends Report 2013”. A copy of the report is appended to the original minutes. She explained that the Social Planning Council of Cambridge and North Dumfries produces this report on an annual basis and this year’s report has been expanded to include Wilmot, Wellesley, and Woolwich Townships. K. Allison provided a presentation on the Social Planning Council’s goal of expanding the report to cover the entire region. A copy of the presentation is appended to the original minutes.

K. Allison explained that they are in the early stages of expanding the community trends report and are planning to establish an advisory committee comprised of stakeholders and users of the report such as the Region, the Crime Prevention Council, and non-
profit service providers. She noted that the initial region wide community trends report is planned for publication in 2016.

In response to a question from the Committee, K. Allison stated that they have not begun working with the Social Planning Council of Kitchener-Waterloo yet.

The Committee thanked K. Allison for the presentation and the report. It was noted that Cambridge and North Dumfries have used and appreciated the report for many years.

**Presentations**

a) Public Health and Emergency Services Departmental Overview – Dr. Liana Nolan, Commissioner/Medical Officer of Health

Dr. Liana Nolan, Commissioner/Medical Officer of Health, provided a presentation on the structure and key issues for the Public Health and Emergency Services department. A copy of the presentation is appended to the original minutes. The department is working to address increased provincial requirements, evolving tobacco legislation, and other changes to provincially funded programs. She noted that the Emergency Medical Services division is continuing to work on decreasing off load delays and addressing an increasing call volume.

b) Community Services Departmental Overview – Employment and Income Support and Housing Services Divisions – Douglas Bartholomew-Saunders, Commissioner, Community Services

Douglas Bartholomew-Saunders, Commissioner, Community Services, provided a presentation on the structure and key issues for the Employment and Income Support (EIS) and Housing divisions of the Community Services department. A copy of the presentation is appended to the original minutes. He explained that EIS continues to respond to high case loads as a result of the 2008 recession and staff are working to adapt to the new Social Assistance Management System (SAMS) software that has been highly unstable and challenging since its implementation in November 2014.

D. Bartholomew-Saunders explained that the housing division was added to the department as a part of corporate reorganization in order to bring housing and homelessness in to one portfolio. The key issues for this division are a need to continue to expand the amount of affordable housing units while maintaining the existing stock, addressing the increasing complexity of client needs, and the loss of federal subsidies.

In response to a question from the Committee, D. Bartholomew-Saunders, explained that staff are working on quantifying the costs of implementing the SAMS software so that they can be addressed with the province. He noted that some of the delays are a
result of the learning curve but that others are due to the new software requiring more information throughout the process.

* D. Craig left the meeting at 1:42 p.m.

c) Cultural Heritage Programs – Kate Hagerman, Cultural Heritage Specialist

The presentation was deferred to next Committee meeting.

**Request to Remove Items from Consent Agenda**

There were no requests to remove items from the consent agenda.

**Motion to Approve Items or Receive for Information**

Moved by J. Mitchell

Seconded by B. Vrbanovic

That the following items be approved:

- That the Regional Municipality of Waterloo take the following actions with respect to the Community Alzheimer Program as outlined in report CSD-SEN-15-02 dated February 3, 2015:
  
  a) Approve an increase to the 2015 Operating Budget for the Seniors’ Services Division in the amount of $569,350 gross and $0 net regional levy, to open a Waterloo location of the Community Alzheimer Program;
  
  b) Approve an increase of 5.30 permanent full time equivalents (FTE) for the Seniors’ Services Division as of February 11, 2015 for the expansion of the Sunnyside Community Alzheimer Day Program;
  
  c) Increase the 2015 Operating Budget for the Seniors’ Services Division by $75,000 gross and $0 net regional levy, on a one time basis, for start up costs related to the expansion of the Community Alzheimer Program;
  
  d) Increase the 2015 Operating Budget for the Seniors’ Services Division by $170,900 gross and $0 net regional levy, on a one time basis, for system enhancements as the Lead Agency for Waterloo and Wellington; and,
  
  e) That the Director, Seniors’ Services be authorized to enter into contracts with community agencies, in a form satisfactory to the Regional Solicitor, for service enhancement funding programs.
• That the Regional Municipality of Waterloo enter into a Service Contract effective January 1, 2015 with Ontario Corporation 1266347, operated as Sunny Day Care Centre, located at 2209 Kingsway Drive, Kitchener, Ontario as outlined in report CSD-CHS-15-02, dated February 3, 2015.

• That the Regional Municipality of Waterloo increase the 2015 Operating budget for Children’s Services by $3,376,598 gross and $0 net Regional Levy for the administration and delivery of the Provincial Wage Enhancement Program;

That the Regional Municipality of Waterloo approve the hiring of 2.0 temporary full time equivalent staff effective March 1, 2015 until March 31, 2016 as outlined in report CSD-CHS-15-03, dated February 3, 2015; and,

That this matter be referred to Budget Committee of the Whole for consideration.

And that the following items be accepted for information:

• PHE-15-01, Board of Health Orientation
• PHE-HPI-15-01, Quarterly Charged/Closed Food Premises Report
• PDL-CUL-15-04, Doors Open Waterloo Region 2014 Report
• PDL-CUL-15-05, Heritage Planning Advisory Committee – 2014 Highlights and Proposed 2015 Activities

Regular Agenda Resumes

Reports - Public Health and Emergency Services

a) PHE-IDS-15-02,

Dr. L. Nolan provided a presentation on a Hepatitis C outbreak that occurred at the Tri-City Colonoscopy clinic in December 2013. A copy of the presentation is appended to the original minutes. She explained that a public health investigation was conducted when two newly diagnosed cases were linked to the clinic. Dr. L. Nolan noted that the patients that attended the clinic on the same day as the first two cases were screened which resulted in an additional three individuals being diagnosed with Hepatitis C. She provided an overview of the investigation and noted that there was no evidence of any ongoing risk to patients.

The Committee thanked staff for the fast response and the thorough investigation into the situation. In response to a question from the Committee, Dr. L. Nolan explained that
Public Health is only responsible for investigating clinics in response to specific infection concerns. The College of Physicians and Surgeons of Ontario is responsible for ongoing oversight of the clinic and this information has been shared with the College. She noted that the investigation into the cause is ongoing.

Received for information.

Reports - Public Health and Emergency Services

b) CSD-HOU-15-02, Investment in Affordable Housing (2014 Extension) – Proposed Program Delivery and Fiscal Plan

Moved by S. Strickland
Seconded by K. Kiefer

That the Regional Municipality of Waterloo take the following actions with regard to the Region of Waterloo’s Investment in Affordable Housing (IAH) (2014 Extension) – Program Delivery and Fiscal Plan (PDFP) and program delivery, as outlined in report CSD-HOU-15-002, dated February 3, 2015:

a) Endorse the recommended PDFP as summarized in Table 2 of Report CSD-HOU-15-002 and the proposed implementation of the PDFP;

b) Authorize staff to forward the approved PDFP to the Ministry of Municipal Affairs and Housing;

c) Authorize staff to develop program details for an Ontario Renovates and Housing Allowance program that are consistent with Ministry of Municipal Affairs and Housing guidelines and community need; and,

d) Authorize the Director, Housing Services to reallocate funding between the appropriate components within each program year, as needed, to ensure full utilization of the notional allocation.

That the following 2015 Budget adjustments from the Investment in Affordable Housing (2014 Extension) be referred to Budget Committee for consideration:

a) That an increase of 1.0 temporary full time equivalent be approved for Housing Services as of April 1, 2015 until March 31, 2020 for the implementation of the Investment in Affordable Housing (2014 Extension) program to be funded from the Administration component of the IAH funding;
b) That the 2015 Housing Services Capital Budget be increased by $3,320,790 to be funded by Provincial grants; and,

c) That the 2015 Housing Services Operating Budget be increased by $228,000 gross, $0 net levy impact to be funded by Provincial grants.

Carried

c) CSD-CHS-15-04, Purchase of Service Rates for Early Learning and Child Care Programs

Moved by J. Mitchell

Seconded by W. Wettlaufer

That effective April 1, 2015, the Regional Municipality of Waterloo pay full market rates for purchase of service related to child care fee subsidy for licensed Early Learning and Care operators in Waterloo Region as outlined in report CSD-CHS-15-04.

Carried

Information/Correspondence

The Council Enquiries and Requests for Information Tracking List was received for information.

Other Business

J. Mitchell noted that there have been recent reports of a possible measles outbreak in Toronto. Dr. Hsiu-Li Wang, Associate Medical Officer of Health, stated that Toronto Public Health has identified a small number of cases that appear to have been acquired in Toronto. There are currently no cases in the region. Dr. Wang stated that an update on measles and vaccination rates can be provided to the Committee in the future.

Regional Chair K. Seiling informed the Committee that an emergency council caucus meeting was required immediately following the Committee meeting.

Moved by K. Redman

Seconded by S. Shantz

That a closed meeting of Regional Council be held on Tuesday, February 3, 2015 immediately following the Community Services Committee in the Waterloo County Room, in accordance with Section 239 of the “Municipal Act, 2001”, for the purposes of the following subject matters:
a) personal matters about identifiable individuals related to a police investigation.

Carried

Next Meeting - February 24, 2015

Adjourn

Moved by S. Foxton

Seconded by T. Galloway

That the meeting adjourn at 2:10 p.m.

Carried

Committee Chair, G. Lorentz

Committee Clerk, T. Brubacher
Publication Overview

The Social Planning Council of Cambridge and North Dumfries (SPCCND) is pleased to present this series of factsheets, *Community Trends for 2013 in Cambridge, North Dumfries, Wellesley, Wilmot and Woolwich*. This year we are excited to include the townships of Wellesley, Wilmot and Woolwich in our publication and in 2016 will be producing a region-wide Community Trends Report. This expansion has been made possible through support and additional funding from the Region of Waterloo, The United Way Kitchener Waterloo & Area, Kitchener Waterloo Community Foundation and the Ontario Trillium Foundation.

The purpose of the Community Trends series of factsheets is to provide information on local social trends and issues for a variety of audiences including social service organizations, the business community, policy makers and funders. By expanding the Community Trends Report, common goals can be established and a region-wide systematic collection of service delivery data can be developed, enabling agencies and decision makers to pursue prioritized areas for action in a coordinated way. It is hoped that this process of data collection and analysis will help identify key priorities and improve the community's ability to respond to gaps in services and build upon community strengths.

Each factsheet contains information submitted, reviewed and approved from local community agencies and organizations. These agencies and organizations are asked to highlight service delivery trends and pertinent information that describes the landscape of the services they provide. The SPCCND would like to thank all of the agencies and organizations that contributed their data, time and insight. These publications could not exist without their participation.

For more information about this paper or related research, please contact:

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Community Trends Current Framework

At the Social Planning Council of Cambridge and North Dumfries the focus of our work is to improve the lives of those who are disadvantaged. We believe this work helps to advance the quality of life for all in Cambridge and North Dumfries and Waterloo Region as a whole. Our work is grounded in the Healthy Communities Model which describes the interconnectedness and complexity of social, health, community, environmental and economic issues for a community.

Our work is also framed in the Social Determinants of Health, in that we examine how social and economic conditions influence the health of individuals and communities. Increasingly, it is recognized that “primary factors that shape the health of people are not medical treatments or lifestyle choices but rather the living conditions they experience. These conditions have come to be known as the Social Determinates of Health”. [1]

A recent publication from the Health Council of Canada, *Stepping it Up: Moving the Focus from Health Care in Canada to a Healthier Canada*, confirms that Canadians with the lowest incomes are more likely to suffer from chronic conditions such as heart disease, arthritis or diabetes, to live with a disability and to be hospitalized for a variety of health problems. They are twice as likely to use health care services as those with the highest incomes.[2] Evidence shows that poverty is a major health condition and a determinant of health, especially for those who live on low incomes.

The Community Trends Report is organized around 8 key community indicators which are grounded by the Social Determinants of Health framework as it shows the interconnectedness between the conditions that influence the health of citizens.

The 8 key indicators used in the Community Trends Report include:

- Arts, Culture and Recreation
- Employment and Income
- Community Assets and Participation
- Food Security
- Community Safety
- Housing Stability
- Community Supports
- Transportation

We understand the impact of the social determinants of health on people’s quality of life and the Community Trends for 2013 – a focus on Cambridge, North Dumfries, Wellesley, Wilmot and Woolwich has been documenting local data to support the existence of these determinants. The goal of this report is to involve all sectors of the community to empower positive social change, and shine light on aspects related to health inequity and poverty, vulnerable populations and the social and economic factors that contribute to these inequalities. Through a collective voice we can develop policies and practices that will have a real impact on the health of our community.

At the Social Planning Council of Cambridge and North Dumfries, we believe that we can all work towards building a healthy community. Our organizations’ mission is to actively participate in building and strengthening our community through research, analysis, facilitation and education, fostering innovation, and positive social change. By doing this we hope to fulfill our vision of a strong, healthy and inclusive community.

References


Community Profile—Demographics
This year we have provided a demographic snapshot of Cambridge and North Dumfries. This information is gathered from the release of the 2011 Census of the Population conducted by Statistics Canada on May 10, 2011. There is also data from the National Household Survey (NHS) conducted by Statistics Canada between May and August of 2011. Please note the way in which Statistics Canada gathers data has changed; in 2011 the mandatory long form census was replaced with a voluntary National Household Survey (NHS). The content of the voluntary NHS is similar to the mandatory Census long questionnaire, but a number of changes were made to some questions and sections of the questionnaire. As a result of the changes there is a higher non-response rate to the NHS and issues around data quality and data comparability.[1] Therefore, the demographic section of the Trends report will not be comparing the NHS data with previous years and will use limited data from the NHS.
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Waterloo Region is situated in southern Ontario and surrounded by three Great Lakes: Ontario, Erie and Huron. It consists of both rural and urban centres made up of the cities of Cambridge, Kitchener and Waterloo, and the townships of North Dumfries, Wellesley, Wilmot, and Woolwich. The region is 1369 km\(^2\) in size and, as of May 2011, had a population of 507,096.

The City of Cambridge and the Township of North Dumfries are two distinct, yet connected communities within the Region. Cambridge is predominately urban, while North Dumfries is more rural in nature.

### Population Growth from 1991 to 2011 – Cambridge and North Dumfries

- The City of Cambridge had a population of 126,748 at the 2011 Census; a change of 5.3% (6,380 people) from 2006.
- North Dumfries had a population of 9,334 in 2011, representing a change of 3.0% (270 people) from 2006.

### Community Trends in Cambridge and North Dumfries for 2013

#### Demographics\(^2\)

- Watermelon Region is one of the top ten fastest growing municipalities in Ontario. With a growth rate of 6.1% it is just above the provincial (5.7%) and national (5.9%) growth rates in the 2006 to the 2011 period.
- The populations of Cambridge and North Dumfries have both experienced a growth rate of 37% since 1991.
- The population density of Cambridge in 2011 was 1,121.7 residents per km\(^2\).
- The population density of North Dumfries in 2011 was 49.8 residents per km\(^2\).
In 2011, with a population of 126,748, the most populous age group in the City of Cambridge was the 45-49 age group at 10,675 residents.

Since 2006, the fastest growing age group was the 60-64 year-old age group, as it added 1,700 residents, followed by the 65-69 year old cohort that added 945 residents in 2011.

The slowest growing population was the 40-44 year-old cohort with a negative growth of 9.2%. Interestingly, this cohort was the most populous age category in 2006 and led into the most populous age group that now registers in the 45-49 year-old age group in 2011.

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In relation to the population distribution, Cambridge had a higher percentage of children aged birth to 14 years (19.2%) than the national (16.7%) and provincial (17%) averages.

By the age of 65 there were more females than males, and by the age of 85+ there were over 2 females for every male in Cambridge.

The median age in Cambridge was 38 years, up from 36.4 years in 2006.
With a population of 9,334, the most populous age group in the Township of North Dumfries was the 50-54 age group at 895 residents, followed by the 45-49 years age group at 855 residents.

The next most populous age cohorts in North Dumfries were the 15-19 year-old age category and the 40-44 year-old category, representing just over 8% of the population or 750 residents.

Since 2006, the fastest growing age group was the 80-84 year old age group which saw a 39.2% increase followed by the over 85 year old age group at 33.3%, but remained one of the smallest categories of age cohorts.

In relation to the shape of the population distribution, there was a decline of the residents from birth to 14 years and the 30–59 year-old cohort.

Interestingly, while the population aged birth to 14 years has decreased from 2006, North Dumfries has a higher proportion of children and youth (18.9%) than the provincial (17%) and national (16.7%) averages.

There was a growing senior population and there were proportionally more women than men; by the age of 85+ there were 1.6 females for every male.

The median age in North Dumfries was 42.1 years, up from 39 in 2006.

The populations in Cambridge and North Dumfries are aging.

This aging population is having an effect on the population age distributions, leading to growing middle-aged and senior populations where women continue to outlive men.

This also leads to fewer people in the younger age categories.
Senior Population
With increases in life expectancy, combined with a large number of baby boomers becoming senior citizens, people aged 65+ are a growing segment of the population. The population of seniors in Cambridge and North Dumfries has increased steadily over the past decade.

Senior Population 65+ years – Cambridge

- The proportion of seniors increased from 10% in 2001 to 12% of the population in 2011.
- By the age of 65 there were more females than males, and by the age of 85+ there were over 2 females for every male.

Source: Statistics Canada, 2011 Census

Senior Population 65+ years – North Dumfries

- The proportion of seniors climbed from 8% in 2001 to 13% of the population in 2011.
- Women are living longer than men and by the age of 85+ there are 1.6 females for every male.

Source: Statistics Canada, 2011 Census

- The number of senior citizens is growing in both Cambridge and North Dumfries.
- Issues concerning senior women (e.g. income, security, independence) will also become increasingly important since the majority of seniors are females.
Children Living At Home – Cambridge and North Dumfries

Cambridge
- In 2011, the City of Cambridge had a population of 42,795 (34.2% of the population) children at home.
- There was an average of 1.3 children per household.
- In 2011, there was a decline of almost 4.5% of children aged 6 to 17 years living at home from 2006. This age group makes up almost 15.9% of the Cambridge population.

Children Living at Home 2006 to 2011 – by Age Group

- The largest age group with children living at home in Cambridge and North Dumfries was 25 years and older.

North Dumfries
- In 2011, the Township of North Dumfries had a population of 3,225 (34.6% of the population) children living at home.
- There was an average of 1.4 children per household.
- North Dumfries has experienced a decline of children in the age range of birth to 6 (-10.7%) and 6 to 14 (-7.3%) since 2006.
- There was a proportional increase of 29.5% of adult children (25+) living at home, but they only represent 3.1% of the population.

- The City of Cambridge has a higher growth rate of children birth to six then the overall population.
- The number of families with children at home and the size of families are expected to decrease as the population ages – we are seeing this trend with the decline of children under the age of 24.
- There is an increase in older children (25+) living with their parents in both Cambridge and North Dumfries.
Dependency Ratio

The age dependency ratio is the ratio of the combined youth population (0 to 19 years) and senior population (65 or older) to the working-age population (20 to 64 years). It is expressed as the number of "dependents" for every 100 "workers." The youth dependency ratio is the ratio of the youth population to the working-age population; the senior dependency ratio is the ratio of seniors to the working-age population. These ratios do not account for seniors or youth who are working or working-age people who are not working.[3]

Age Dependency Ratios – Cambridge and North Dumfries

- The provincial total age dependency ratio in 2011 was 62.1 and the national ratio was 61.4 dependents per 100 workers.
- Cambridge reported an age dependency ratio (62.3) similar to the Ontario provincial ratio (62.1).
- North Dumfries had an age dependency ratio 4.5 higher than the provincial ratio.

Family Composition

The composition of families is shifting. In 2011, as with the provincial and national trends, legal marriages were on the decline, while common-law relationships and divorce rates were increasing. Common-law families and lone parent families are becoming more prevalent in Waterloo Region.

Family Composition – Cambridge and North Dumfries

- Among the three types of families, married couple families remained the most prevalent group, but were growing at a slower rate than the other two groups.
- In Waterloo Region lone-parent families represented 15.3% of the family types. In Cambridge, they represented 17.3% of the family types – one of the highest in the region.
- Women represented the majority of the lone-parent families.
Lone-Parents Families by Gender – Cambridge

- In Cambridge, female-led lone-parent families continued to outnumber male-led.

- There was 1 male-led lone-parent family for every 4 female-led lone-parent families in Cambridge.

- There has been slight increase of male-led lone-parent families since 1996.

Lone-Parents Families by Gender – North Dumfries

- In North Dumfries, the female-led lone-parent family has remained fairly constant since 2001.

- The proportion of male-led lone-parent families is continuing to rise.

- There was 1 male-led lone-parent family for every 2.5 female-led lone-parent families.

Marital Status

In 2011, 59.2% of the population in Waterloo Region were either married (51.2%) or living with a common-law partner (8%). The provincial and national averages were 57.7% of the total population aged 15 years and over were either married (50.3% and 46.4%) or living with a common-law partner (7.4% and 11.3%). The percentage of legally married persons has decreased from 52.6% to 51.2% of the Waterloo Region population, while common-law marriages have increased by 0.5%. 
Marital Status (cont.)

Marital Status – Cambridge and North Dumfries

- In Cambridge, 26,670 people or 26.1% of the population were single and never legally married, which is slightly below the provincial and national average of 28% of the population.
- In North Dumfries, 62.3% of the population was legally married, which is 12% higher than the provincial average and 15.9% higher than the national average.
- While separated and widowed rates remained fairly consistent from 2006 to 2011, divorce rates rose slightly in both Cambridge and North Dumfries.

Household Structure

Statistics Canada defines a household as being composed of a person or group of persons who co-reside in or occupy a dwelling.\[^6\]

Size of Households in Cambridge – 2011

- In 2011, the most common household size in Cambridge was the two person household.
- On average there were 2.6 people per household.
- Two person households accounted for 32% of all households, an increase of 10% from the 2006 Census.

Source: Statistics Canada, 2011 Census
According to the 2011 Census, Cambridge and North Dumfries communities are experiencing a rise in smaller households and more diverse family structures.

The trends suggest that households and family sizes will continue to get smaller.

The average household size in Waterloo Region is 2.7 persons per household.

The most common household size in North Dumfries continues to be the two person household and represents 36% of all households. This is a 16.4% increase since the 2006 Census.

On average there were 2.9 people per household.

There has been a slight change in the household size in North Dumfries as the number of four person households has dropped 5.8% since the 2006 Census.

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Period of Construction

Cambridge had a high proportion of households built between 1961 and 1980 (27.9%).

The majority of house construction in North Dumfries occurred in 1960 or earlier (27.7%).

Current trends in both Cambridge and North Dumfries indicate a decline in new home construction.

Source: Statistics Canada, National Household Survey, 2011
Household Structure (cont.)

Condition of Dwelling

- The percentage of dwellings with major repairs needed in 2011 was 4.6% in Cambridge and 2.8% in North Dumfries.
- This was lower than the both the provincial (6.6%) and national (7.4%) rates.

Source: Statistics Canada, National Household Survey, 2011

Housing Market

Housing starts in the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA) dropped to the lowest level in more than ten years as apartment construction pulled back. The demand for rental and condominium apartments was satisfied after two years of above average apartment construction. Consumers’ intentions to buy a home is also heavily influenced by employment growth, discretionary spending and global economic uncertainty.[7]

Number of Single Detached Housing Starts

- The number of detached housing starts* in the Kitchener-Cambridge-Waterloo (CMA) decreased from 2013 to 2012.
- In Cambridge, the number of detached housing starts decreased from 2013 to 2012.
- In North Dumfries, the number of single detached unit housing starts also decreased from 2013 to 2012.

Source: Canada Mortgage and Housing Corporation, Housing NOW, Kitchener and Guelph CMA, First Quarter 2014
*Number of new builds, an indicator of demand.
Housing Market (cont.)

Number of Multiple Dwelling Housing Starts – Kitchener-Cambridge-Waterloo CMA

- The number of multiple dwelling housing starts in Kitchener-Cambridge-Waterloo CMA decreased in 2013 from 2012.
- However, the number of multiple dwelling housing starts increased in Cambridge from 2012 to 2013.
- In North Dumfries, there was a significant decrease in multiple dwelling housing starts from 2013 to 2012.

Average Residential Resale Value – Cambridge

- The average residential resale price decreased in Cambridge by $523 between 2012 and 2013 to $290,453.

Source: Canada Mortgage and Housing Corporation, Housing NOW, Kitchener and Guelph CMA, First Quarter 2014
Home Affordability
To be considered affordable, a household should spend no more than 30% of its income on housing costs. In 2011, 9.6% of households in Waterloo Region spent 50% or more of their income on shelter costs. \[8\]

Home Ownership and Affordability

According to the 2011 National Household Survey, the median shelter cost for an owned dwelling in Cambridge was $1,284 a month and $1,318 in North Dumfries.

The median value of a dwelling was $269,837 in Cambridge and $370,095 in North Dumfries.

Almost 20% of homeowners in Cambridge and North Dumfries spent over 30% of their income on housing costs.

Rental Housing and Affordability – Cambridge and North Dumfries 2011

For renters, the median shelter cost was $776 a month in North Dumfries and $805 in Cambridge in 2011.

Significantly more renters than homeowners were unable to afford their rental unit and spent more than 30% of their income on housing costs. As a result, it is more challenging for renters who spend more than 30% of their income on shelter to save money to eventually own a home \[9\]. Home ownership is a form of economic security for many people and can help people maintain purchasing power.
Community Trends in Cambridge and North Dumfries for 2013

Vacancy Rates

Rental vacancy rates are indicative of the percent of all apartments and rental townhouses that are vacant and available for rent at a particular time. A healthy vacancy rate for a municipality is a minimum of 3 percent. A 3 percent vacancy rate ensures that there is adequate room for the natural growth of both the existing residents and potential new residents.

Rental Vacancy Rates (%) – Kitchener-Cambridge-Waterloo CMA

- In 2013, a one bedroom rental cost $809 per month, a two bedroom rental cost $953, and a three or more bedroom unit cost $954.
- Average rental unit prices have steadily increased since 2009.

Source: Canada Mortgage and Housing Corporation, Rental Market Report, Fall 2013
Diversity

Canada is a country built on cultural and ethnic diversity. Key among these diverse groups are the First Peoples. Policy promoting multiculturalism and immigration to Canada has helped shape the diverse mix of people in the country. In recent years, the patterns of immigration have shifted with the largest group of newcomers to Canada now coming from Asia, whereas historically most immigrants came from Europe.[12]

Aboriginal Identity

A total of 6,825 residents in Waterloo Region identified as Aboriginal in the 2011 National Household Survey and made up approximately 1.4% of Waterloo Region's population. 13,230 people or 2.6% of Waterloo Region’s population reported having Aboriginal ancestry. Both Cambridge and North Dumfries are below these rates.

Aboriginal Identity – Cambridge and North Dumfries

- A total of 2,470 people (2.0%) in Cambridge have Aboriginal identity and 4,060 people (3.2%) have Aboriginal ancestry.
- In North Dumfries, a total of 25 people (0.3%) have Aboriginal identity and 125 people (1.3%) have Aboriginal ancestry.
- In 2011, the provincial population with Aboriginal identity was 2.4% and the national population with Aboriginal identity was 4.2%.
- The provincial population with Aboriginal ancestry was 3.5% and the national population with Aboriginal ancestry was 5.6%.

Vacancy Rates (cont.)

Rental Vacancy Rates (%) – Cambridge, Kitchener, Waterloo

- The vacancy rate in Cambridge has decreased by 3.6% from 2009 to 2013.
- Cambridge has the lowest vacancy rate among the three cities in Waterloo Region. This shows the demand for rental housing is much higher than the supply.

Source: Canada Mortgage and Housing Corporation, Rental Market Report, Fall 2013
Immigrant Population
Waterloo Region, which includes Cambridge and North Dumfries, has been an attractive destination for immigrants from all over the world. People can choose to live in a mid-sized city or in the countryside. The region is just an hour’s drive from Toronto, has a number of post-secondary institutions and a variety of sectors from manufacturing to high-tech industries.

Immigrant Population for Waterloo Region by Municipality, 2011

<table>
<thead>
<tr>
<th>Area</th>
<th>Total Population in Private Households</th>
<th>Total Immigrant Population</th>
<th>Percentage of the Immigrant Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo Region</td>
<td>499,610</td>
<td>111,495</td>
<td>100</td>
</tr>
<tr>
<td>Cambridge</td>
<td>125,060</td>
<td>25,295</td>
<td>22.6</td>
</tr>
<tr>
<td>North Dumfries</td>
<td>9,310</td>
<td>1,285</td>
<td>1.1</td>
</tr>
</tbody>
</table>

Source: Statistics Canada, 2011 National Household survey

- Over 20% of the region’s immigrant population settled in Cambridge.


<table>
<thead>
<tr>
<th>Area</th>
<th>Recent Immigrants 2001-2005</th>
<th>Recent Immigrants 2006-2011</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo Region</td>
<td>15,355</td>
<td>15,465</td>
<td>1%</td>
</tr>
<tr>
<td>Cambridge</td>
<td>3,075</td>
<td>2,140</td>
<td>-31%</td>
</tr>
<tr>
<td>North Dumfries</td>
<td>75</td>
<td>40</td>
<td>-47%</td>
</tr>
</tbody>
</table>

Source: Statistics Canada, 2011 National Household survey

- Waterloo Region’s recent immigrant population has remained fairly steady with only 1% increase between 2001-2005 and 2006-2011.
- The number of people settling in Cambridge has decreased by over 30% and by 47% in North Dumfries.

The 5 Most Common Countries of Birth – Cambridge

- According to the 2011 NHS, 20.2% (25,295) of the Cambridge population was foreign-born.
- 99,495 or 79.6% of the population were born in Canada and the remaining 270 residents were non-permanent residents.
- Of the immigrants living in Cambridge in 2011, 2,140 immigrated to Cambridge between 2006 and 2011.
- These recent immigrants made up 8.5% of the immigrants in Cambridge.

Source: Statistics Canada, National Household Survey, 2011
Language

Canada has two official languages, English and French. A person whose first language is neither of Canada's official languages is referred to as an allophone.\[13\]

In 2011, 375,515 people or 74.8% of the population in Waterloo Region reported English only as their mother tongue, 6,090 people or 1.2% reported French only and 112,470 people or 22.4% of the population reported a non-official language as their mother tongue. In comparison, the provincial percentages of people who reported only one mother tongue were 68.2% for English only, 3.9% for French only and 25.7% for non-official languages only.

5 Most Common Mother Tongues and Languages at Home – Cambridge

- According to the 2011 NHS, 1,265 or 13.6% of the North Dumfries population was foreign-born.
- 8,040 or 86.3% of the population were born in Canada and the remaining residents were non-permanent residents.
- Of the immigrants living in North Dumfries in 2011, 40 people immigrated to Canada between 2006 to 2011.
- These recent immigrants made up 3.2% of all the immigrants in North Dumfries.

Source: Statistics Canada, National Household Survey, 2011

The 5 Most Common Countries of Birth – North Dumfries

- According to the 2011 NHS, 1,265 or 13.6% of the North Dumfries population was foreign-born.
- 8,040 or 86.3% of the population were born in Canada and the remaining residents were non-permanent residents.
- Of the immigrants living in North Dumfries in 2011, 40 people immigrated to Canada between 2006 to 2011.
- These recent immigrants made up 3.2% of all the immigrants in North Dumfries.

Source: Statistics Canada, National Household Survey, 2011

5 Most Common Mother Tongues and Languages at Home – Cambridge

- In Cambridge, 79.7% (100,075 people) of the population reported English only as their mother tongue; 1.4% (1,700 people) reported French only.
- 17.5% (21,945) of the Cambridge population reported a non-official language only as their mother tongue.
- There were 10,535 people (8.4%) who speak a non-official language at home.

Source: Statistics Canada, 2011 Census
Language (cont.)

5 Most Common Mother Tongues and Languages at Home — North Dumfries

- In North Dumfries, 88.9% (8,285 people) of the population reported English only as their mother tongue; 0.9% (90 people) reported French only.

- 9.6% (905 people) reported a non-official language only as their mother tongue.

- There were 190 people (2%) who speak a non-official language at home.

Source: Statistics Canada, 2011 Census

Religion

In the 2011 National Household Survey, religion refers to the person’s self-identification as having a connection or affiliation with any religious denomination, group, body, sect, cult or other religiously defined community or system of belief. Religion is not limited to formal membership in a religious organization or group. This information contributes to the measurement of diversity in Canada and assists in the planning activities and infrastructures like buildings, schools or programs. [14]

Breakdown of Religion – Cambridge

- In 2011, 68.9% of the population in Cambridge identified as being Christian. This is slightly higher than both the provincial (64.6%) and national (67.3%) Christian populations.

- 24.3% of the population in Cambridge reported no religious affiliation, which is in keeping with both the provincial (23.1%) and national rates (23.9%).

Source: Statistics Canada, National Household Survey, 2011
Religion (cont.)

Breakdown of Religion – North Dumfries

- In 2011, 75.5% of the population in North Dumfries identified as being Christian. This is 10.9% higher than the provincial (64.6%) and 8.2% higher than the national (67.3%) Christian populations.

- 22.7% of the population in North Dumfries reported no religious affiliation. The provincial rate was 23.1% and the national rate was 23.9%.

Source: Statistics Canada, National Household Survey, 2011

Education

Level of Education, Population Aged 25-64 – Cambridge and North Dumfries

- In 2011, 15.3% of the population in Cambridge aged 25-64 had no certificate, degree or diploma. This is 4.3% higher than the Ontario provincial rate of 11%.

- In 2011, 10% of the population in North Dumfries aged 25-64 had no certificate, degree or diploma. This is 1% less than the Ontario provincial rate of 11%.

- The provincial rate of individuals in Ontario aged 25-64 with postsecondary certificates, diplomas or degrees is 64.8%.

Source: Statistics Canada, National Household Survey, 2011
**Education (cont.)**

**Breakdown of Post-Secondary Education – Students 25+ years**

<table>
<thead>
<tr>
<th>Percent of Population</th>
<th>Cambridge</th>
<th>North Dumfries</th>
</tr>
</thead>
<tbody>
<tr>
<td>University certificate; diploma or degree at bachelor level or above</td>
<td>15.2%</td>
<td>23.3%</td>
</tr>
<tr>
<td>College; CEGEP or other non-university certificate or diploma</td>
<td>10.3%</td>
<td>19.3%</td>
</tr>
<tr>
<td>Apprenticeship or trades certificate or diploma</td>
<td>8.3%</td>
<td>28.8%</td>
</tr>
</tbody>
</table>

- In 2011, 51.8% of the 83,690 adults aged 25 years and over in Cambridge had completed some form of postsecondary education; this is almost 10% lower than the provincial rate of 60.3% and the national rate of 59.6%.

- In 2011, 59.7% of the 6,285 adults aged 25 years and over in North Dumfries had completed some form of postsecondary education; this is slightly lower than the provincial rate of 60.3%, but is almost on par with the national rate of 59.6%.

Source: Statistics Canada, National Household Survey, 2011
Income and Earnings

After-tax income is a measure of total income minus federal and provincial income taxes.

According to Statistics Canada, an economic family refers to a group of two or more persons who live in the same dwelling and are related to each other by blood, marriage, common-law or adoption.

The median after-tax income of economic families in Canada in 2010 was $67,044, the median for couple families was $72,356, and for lone-parent families it was $42,401.

Median Income After-Tax for 2010 – Cambridge and North Dumfries

- The median family income was the highest for couple-with-children families in Cambridge, North Dumfries and Ontario.
- All economic families in North Dumfries earned $15,712 more than all economic families in Ontario.
- Lone-parent families in Cambridge made $3,094 less than the provincial median.
- Lone-parent families in North Dumfries earned $11,681 more than the provincial median.

Sources of Income – Cambridge

- The income of males in Cambridge was more heavily concentrated in earnings from employment, as compared with females, who on average received more government transfer income.
Sources of Income – North Dumfries

- The distribution of income in North Dumfries showed a heavy concentration on earnings from income.
- Women received a larger portion of their income from government transfers, almost 5% higher than men.
- There was also a fair amount of income from investments and pensions – this is a reflection of a large senior population.

Wages in Ontario

Minimum wage[^15] refers to the lowest financial pay an employer can offer an employee. The minimum wage rate is regulated under the Employment Standards Act 2000 (ESA) to ensure a minimum standard of living for workers. The minimum wage applies to most workers in Ontario including full-time, part-time, casual or temporary workers and whether they are paid on an hourly basis, commission, flat rate or salary.

Hourly Minimum Wage Rate – 2003 to 2013

- The minimum wage was $10.25 per hour from 2010 to 2013.
- A person working full time (40 hours a week) would make $21,320 a year before tax.
- In Ontario, minimum wage workers are living close to 25% below Statistics Canada’s Low Income Measure.
Measuring Poverty in Canada

Tracking low-income rates provides insight into the pervasiveness of poverty. Income is one of the most critical social determinants of health. While there is no official poverty measure in Canada, various measures of poverty are used, such as the Low Income Cut-offs (LICOs), the Low Income Measures (LIMs) and the Market Basket Measure (MBM). Each measure has its own strengths and limitations, but one is not better than the other. They provide a picture of poverty in Canada over time.

Statistics Canada uses the Low Income Measure (LIM) After Tax. The LIM-AT is a fixed percentage (50%) of median adjusted household income after tax that takes into account the household needs.

The After-Tax Low Income Cut-offs, or LICO (1992 base) is determined from an analysis of the Statistics Canada 1992 Family Expenditure Survey data. These income limits were selected on the basis that families with incomes below these limits usually spent 63.6% or more of their income on food, shelter and clothing.

The Market Basket Measure (MBM) attempts to measure a standard of living and reflects differences in living costs across regions. The MBM represents the cost of a basket that includes: a nutritious diet, clothing and footwear, shelter, transportation, and other necessary goods and services (such as personal care items or household supplies). The cost of the basket is compared to disposable income for each family to determine low income rates.

Low income in Kitchener-Cambridge-Waterloo CMA

- Regardless of the measure used to assess levels of people living in poverty, all rates have increased significantly in 2011.
- The Low-Income Measure After-Tax that Statistics Canada uses has seen an increase of 9,000 people living in poverty since 2010.

Low Income Measure – After-Tax (LIM-AT) in Canada

- In 2011, the proportion of the population in low income in Canada, based on the Low Income Measure –After-Tax was 14.9%.
- For persons under 18, the rate was higher (17.3%) and for the population aged 65 years and over, it was lower at 13.4%.

Low Income Measure – After-Tax in Cambridge and North Dumfries

- In Cambridge 12% of the population or 15,210 people lived at or below the Low Income Measure – After-Tax line.
- The proportion of the population in low income in North Dumfries was 6.2% or 579 people.
Measuring Poverty in Canada (cont.)

Low Income Measure – After-Tax by Gender – Cambridge and North Dumfries

- In Cambridge, the proportion of females living at or below the Low Income Measure – After-Tax line was 1.8% higher than males in 2011.
- In North Dumfries, the proportion of females living at or below the Low Income Measure – After-Tax line was 0.8% higher than males.

Low Income Measure - After-Tax by Age – Cambridge and North Dumfries

- In Cambridge in 2011, 11.6% of the population living at or below the LIM– AT line were children under the age of 6. This is 2.7% higher than Ontario (8.9%) and 3.4% higher than Canada (8.2%).
- In North Dumfries 4.3% of the population living at or below the LIM– AT line were children under the age of 6.
Labour Force Participation Rates
The labour force participation rate refers to the proportion of individuals of working age that are currently employed or seeking employment.

The chart below shows the Labour Force Participation Rate in 2011, according to the National Household Survey. The second chart shows the Unemployment Rate according to the Labour Force Survey with October as the point-in-time reference used. As a result, there are slight differences between the two sources.

Labour Force Participation Rates – 2011

- In 2011, the participation rate in Cambridge was 69.6% and 70.8% in North Dumfries.
- The Cambridge unemployment rate of 8.3% was on par with the unemployment rate for Ontario.
- North Dumfries had a lower unemployment rate of 5.1%.

Unemployment Rates
The unemployment rate refers to the unemployed expressed as a percentage of the labour force. The following chart shows the Unemployment Rate according to the Labour Force Survey with October as the point-in-time reference used.

Labour Force Survey — Unemployment Rate as of October 2013

- The unemployment rate for Ontario in 2013 was 7.4% and 6.7% for the Kitchener-Waterloo-Cambridge CMA.
- While the provincial unemployment rate has decreased since 2009, it is still higher than pre-2009 rates.

NOTE: The Labour Force Survey estimates are based on a sample, and are therefore subject to sampling variability. Estimates for smaller geographic areas or industries will have more variability.
Industries and Occupations

Industrial Sector

In Canada, the three industrial sectors that had the largest share of total employment were the elementary and secondary schools (4.7%); hospitals (3.7%); and grocery stores (2.2%).

In Ontario, the top industries were: elementary and secondary schools (4.8%); hospitals (3.1%) and local, municipal and regional public administration (2.5%).

Top 5 Industrial Sectors in Cambridge and North Dumfries

<table>
<thead>
<tr>
<th>Industrial Sector</th>
<th>North Dumfries</th>
<th>Cambridge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational services</td>
<td>6.8%</td>
<td>6.4%</td>
</tr>
<tr>
<td>Wholesale trade</td>
<td>8.0%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Construction</td>
<td>10.4%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Health care and social assistance</td>
<td>8.7%</td>
<td>8.9%</td>
</tr>
<tr>
<td>Retail trade</td>
<td>15.7%</td>
<td>22.2%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>20.2%</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

Source: Statistics Canada, National Household Survey, 2011

Occupations

- In Canada, the National Occupational Classification (NOC) provides a consistent way to describe and understand the nature of work performed by Canadians in the labour market.

- For Canada, the top 3 occupations were: retail salespersons, retail and wholesale trade managers and administrative assistants. In Ontario, the top 3 occupations were retail salespersons, retail and wholesale trade managers and food counter attendants.

- In 2011, women comprised just under half of the employed labour force (48%) in Canada.
Top 5 Occupations for the Employed Labour Force – North Dumfries

- In 2011, women comprised 49% of the labour force and men comprised 51% of the 5,340 people in the workforce.
- Of the top 5 occupations, women were mainly employed in the business, financial, and administration occupations followed by sales and service occupations.
- Men were mainly employed by the trades, transport and equipment operators followed by management occupations.

Source: Statistics Canada, National Household Survey, 2011
Commuting and Mode of Transportation to Work

Waterloo Region is both a destination for in-commuters and home to a significant number of out-commuters who travel to other municipalities to work.

**Mode of Transportation to Work – Cambridge**

- The average commute time in Cambridge was 24.3 minutes, compared with 27.6 minutes in Ontario.
- 45% of the workforce left for work between 6:00 a.m. to 8:00 a.m. in Cambridge.
- 84% of the residents in Cambridge drove to work in 2011, 51,105 of 61,040 total workers.
- 2,730 people took public transit, while another 1,945 walked. Only 385 people rode their bicycle.

**Mode of Transportation to Work – North Dumfries**

- The average commute time in North Dumfries was 24 minutes and 50% of the labour force left for work between 7:00 a.m. and 9:00 a.m.
- The majority of workers in North Dumfries, 4,020 of 4,490 people (90%) drove to work.
- 8% more people residing in North Dumfries drove to work than the region as a whole; this may be explained by the rural nature of the township and lack of public transportation options.
- Interestingly, 2% of the population takes public transportation to work.

Source: Statistics Canada, National Household Survey, 2011
References


We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

Complete List of Community Trends
Documents from SPCCND

Community Social Profile for Cambridge and North Dumfries
Community Social Profile for Wellesley, Wilmot and Woolwich

Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

For more information about this paper or related research, please contact:

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N1R 7A5
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admin@spccnd.org
www.spccnd.org
Community Profile—Demographics

This year we have provided a demographic snapshot of Wellesley, Wilmot and Woolwich. This information is gathered from the release of the 2011 Census of the Population conducted by Statistics Canada on May 10, 2011. There is also data from the National Household Survey (NHS) conducted by Statistics Canada between May and August of 2011. Please note the way in which Statistics Canada gathers data has changed; in 2011 the mandatory long form census was replaced with a voluntary National Household Survey (NHS). The content of the voluntary NHS is similar to the mandatory Census long questionnaire, but a number of changes were made to some questions and sections of the questionnaire. As a result of the changes there is a higher non-response rate to the NHS and issues around data quality and data comparability. Therefore, the demographic section of the Trends report will not be comparing the NHS data with previous years and will use limited data from the NHS.
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Community Profile – Wellesley, Wilmot, Woolwich

Demographics[2]

Waterloo Region is situated in southern Ontario and surrounded by three Great Lakes: Ontario, Erie and Huron. It consists of both rural and urban centres made up of the cities of Cambridge, Kitchener and Waterloo, and the townships of North Dumfries, Wellesley, Wilmot and Woolwich. The region is 1369 km\(^2\) in size and, as of May 2011, had a population of 507,096.

Population Growth from 1991 to 2011 – Wellesley, Wilmot and Woolwich

Waterloo Region is one of the top ten fastest growing municipalities in Ontario. With a growth rate of 6.1% it is just above the provincial (5.7%) and national (5.9%) growth rates in the 2006 to 2011 period.

- Wellesley Township had a population of 10,713 at the time of the 2011 Census, a change of 9.4% (925 people) from 2006.
- Wilmot Township experienced significant growth with a population of 19,223 in 2011, a change of 13% (2,130 people) from 2006.
- Woolwich Township, with a population of 23,145 in 2011, had significant growth representing an increase of almost 18% (3,490 people) from 2006.


- The population growth rate from 1991-2011 was
  - 30% for Wellesley;
  - 47% for Wilmot and,
  - 33% for Woolwich.
- The population density of Wellesley Township in 2011 was 38.6 persons per km\(^2\).
- The population density of Wilmot Township in 2011 was 72.9 persons per km\(^2\).
- The population density of Woolwich Township in 2011 was 71 persons per km\(^2\).
Population by Age Group
The population pyramid reveals different growth rates among the various age groups and between males and females. The age distribution profile shows the overall age distribution of the population in Wellesley, Wilmot and Woolwich in 2006 and 2011.

Township of Wellesley Population by Age Group – 2006 to 2011

- The fastest growing age groups since 2006 were the 80-84 age group with a 40% increase and the over 85 group with a 38.5% increase.
- The over 65 population represented 9.9% of the population, which is below the provincial (14.6%) and national (14.8%) averages.
- By the age of 85+ there were just over 1.5 females for every male.
- The median age in Wellesley was 32.3 years, up from 30.9 years in 2006.

Township of Wilmot Population by Age Group – 2006 to 2011

- With a population of 10,713, the most populous age group in the Township of Wellesley in 2011 was the 5-9 year-old age group at 1,015 (9.5%).
- The age groups between 0-14 years old accounted for 27.4% of the population, which is almost 10% higher than the provincial (17%) and national (16.7%) averages.

- With a population of 19,223, the most populous age group in the Township of Wilmot was the 45-59 year old age group at 1,455 persons (7.6%).
- In terms of the population distribution, Wilmot experienced significant growth in the 0-14 year old age group at almost 3% greater than the national and provincial average.
- The 20-29 year olds are below the national and provincial average, yet have a growth rate of almost 15% combined.

Source: Statistics Canada, 2006, 2011 Census
Township of Wilmot Population by Age Group – 2006 to 2011 (cont.)

- The next two most populous age groups were the 40-44 year old and 50-54 year old age groups, with both groups representing just over 7% of the population.

- Since 2006, the fastest growing age group was the 85+ age group, which saw a growth of 32.7%. The next age group that experienced the greatest growth since 2006 was the 70-74 year old age group at 21.8%; most of this growth occurred in the male population.

- The over 65 population represented 15.8% of the population, which is above the provincial (14.6%) and national (14.8%) averages.

- By the age of 85+ there were just over 1.5 females for every male.

- The median age in Wilmot was 40.4 years, up from 39.3 years in 2006.

Township of Woolwich Population by Age Group – 2006 to 2011

- With a population of 23,145, the most populous age group in 2011 in the Township of Woolwich was the 0-4 year-old age group at 1,695 residents (7.4%).

- In terms of the population distribution, the population pyramid resembles a square at the bottom end, indicating slow and sustained growth of younger age cohorts with a gradual decline at the top age groups.

- Children aged birth -14 represented 20.7% of the total population, which is almost 4% higher than the provincial (17%) and national (16.7%) averages.

- In terms of the percentage of the population at the 2006 census, the fastest growing age group was the 65-69 year old age group representing a 46.6% growth in this population.

- The 25-29 year old age cohort also grew by 35.9%, followed by the birth to 4 year-old cohort that grew by 30.4%.

- At the top of the pyramid there were almost 2.5 females for every male aged 85+.

- The median age in Woolwich was 38.6 years, down from 38.9 years in 2006.

The populations in Wellesley, Wilmot and Woolwich are aging.

This aging population is having an effect on the population age distributions, leading to growing middle-aged and senior populations – where women continue to outlive men.

While the population on the whole is getting older, the birth to age four population is growing.
Senior Population
With increases in life expectancy, combined with a large number of baby boomers becoming senior citizens, people aged 65+ are a growing segment of the population. The population of seniors in Wellesley, Wilmot and Woolwich has increased steadily over the past decade. Wilmot (15.8%) and Woolwich (15.1%) have a higher proportion of seniors than Ontario and Canada (approximately 14%).

Senior Population 65+ years – Wellesley

- The proportion of seniors increased from 8.2% of the population in 2001 to 10% in 2011.
- By the age of 65 there were more females than males, and by the age of 85+ there were 1.7 females for every male.

Source: Statistics Canada, 2011 Census

Senior Population 65+ years – Wilmot

- The proportion of seniors grew from 14.4% in 2001 to 15.8% of the population in 2011.
- Women are living longer than men and by the age of 85+ there were 1.6 females for every male.

Source: Statistics Canada, 2011 Census
Senior Population (cont.)

Senior Population 65+ years – Woolwich

- The proportion of seniors grew from 14% of the population in 2001 to 15.1% in 2011.
- In Woolwich, there were 2.3 females for every male by the age of 85.

Source: Statistics Canada, 2011 Census

Children Living At Home

Wellesley

In 2011, Wellesley had a population of 4,685 (43.7% of the population) children at home. There was an average of 1.7 children per household. Wellesley had a proportional increase of 25% of adult children (25+) living at home since 2006, representing 7% of all children living at home.

Wilmot

In 2011, Wilmot had a population of 6,240 (32.5% of the population) children at home. There was an average of 1.1 children per household. Wilmot has experienced a 1% decline of adult children (25+) living at home since 2006.

Woolwich

In 2011, Woolwich had a population of 7,860 (34% of the population) children at home. There was an average of 1.2 children per household. Woolwich experienced tremendous growth in the under six population (31.4%) and the six to 14 year old age group (12.6%). These two groups represent 21.1% of the total population.
Children living At Home (cont.)

Children Living at Home 2006 to 2011 – by Age Group

- The Townships of Wellesley, Wilmot and Woolwich have all experienced significant growth in the under six population and the age 6 to 14 population, yet they represent a small percentage of the population of the region as a whole, which is seeing a decline of children under the age of 24.

- There was an increase of people over age 25 living with their parents.

Source: Statistics Canada, 2011 Census

Dependency Ratio

The age dependency ratio is the ratio of the combined youth population (0 to 19 years) and senior population (65 or older) to the working-age population (20 to 64 years). It is expressed as the number of “dependents” for every 100 “workers.” The youth dependency ratio is the ratio of the youth population to the working-age population; the senior dependency ratio is the ratio of seniors to the working-age population. These ratios do not account for seniors or youth who are working or working-age people who are not working.\[3\]

Most rural communities in Ontario have a high dependency ratio — large populations of children and youth (0 to 19 years of age) and seniors (older than 60 years of age), and a relatively small population of working-age individuals (20 to 59 years of age). Rural populations are generally older than their urban counterparts. Many factors contribute to an older age distribution, including the aging of the rural population, the tendency of retirees to move to rural areas and the migration of rural youth to urban centres for further education and employment opportunities.\[4\]
The provincial total dependency ratio in 2011 was 62.1 and the national ratio was 61.4 dependents per 100 workers.

In each of the three townships, the total dependency ratio was higher than the provincial and national ratios.

The number of senior citizens is growing in Wellesley, Wilmot and Woolwich.

Family Composition

The composition of families is shifting. In 2011, as with the provincial and national trends, legal marriages were on the decline, while common-law relationships and divorce rates were increasing. Common-law families and lone parent families are becoming more prevalent in Waterloo Region.

Among the three types of families, married couple families remained the most prevalent group, but were growing at a slower rate than the other two groups. All the townships had a higher proportion of married couple families than the average for Waterloo Region (73.1%).

In Waterloo Region, lone-parent families represented 15.3% of family types. In the three townships, the percentage of lone-parent families was lower – 6% in Wellesley, 8.8% in Wilmot and 8.5% in Woolwich.

Women represented the majority of the lone-parent families – 67% in Wellesley, 75.5% in Wilmot and 75% in Woolwich.

The growth rate of families was higher in Wellesley (12.6%), Wilmot (14%) and Woolwich (18.8%) than the Waterloo Region as a whole (6.4%).

Source: Statistics Canada, 2006, 2011 Census

Women represented the majority of the lone-parent families – 67% in Wellesley, 75.5% in Wilmot and 75% in Woolwich.

The growth rate of families was higher in Wellesley (12.6%), Wilmot (14%) and Woolwich (18.8%) than the Waterloo Region as a whole (6.4%).

Source: Statistics Canada, 2006, 2011 Census
Lone-Parents Families by Gender – Wellesley

- In Wellesley, female-led lone parent families continued to outnumber male-led families.
- In 2011, there was 1 male-led lone parent family for every 2 female-led lone parent families.
- The proportion of lone parent families has been climbing since 2001.


Lone-Parents Families by Gender – Wilmot

- In Wilmot, the female-led lone parent family has remained fairly constant since 1996.
- The proportion of male-led lone parent families is continuing to rise.
- In 2011, there was 1 male-led lone parent family for every 3 female-led lone parent families.

Lone-Parents Families by Gender – Woolwich

- In Woolwich, the proportion of female-led lone parent families has decreased slightly since 2001.
- The proportion of male-led lone parent families has gradually increased since 2001.
- In 2011, there was 1 male-led lone parent family for every 3 female-led lone parent families.


- The composition of families is shifting.
- In 2011, as with the provincial, national and regional trends, the proportion of legal marriages are on the decline while common-law families and lone parent families are becoming more prevalent.
- Female-led lone parent families continue to outnumber male-led lone parent families in Wellesley, Wilmot and Woolwich, but male-led parent families are on the rise.
Marital Status

In 2011, 59.2% of the population in Waterloo Region were either married (51.2%) or living with a common-law partner (8%). The provincial and national averages were 57.7% of the total population aged 15 years and over were either married (50.3% and 46.4%) or living with a common-law partner (7.4% and 11.3%). The percentage of legally married persons has decreased from 52.6% to 51.2% of the Waterloo Region population, while common-law marriages have increased by 0.5%.

Marital Status – Wellesley, Wilmot and Woolwich

- In Wellesley, 63.6% of the population was legally married – 13.3% higher than the provincial average and 17.2% higher than the national average.
- Wilmot and Woolwich were above the provincial and national averages with 62.5% and 61.1% of their populations legally married.

Source: Statistics Canada, 2011 Census

- In Wilmot, 3,260 people or 21% of the population were single and never legally married – 7% below the provincial and national average of 28%. Since 2006, common-law marriages have increased less than 1%.
- In Woolwich, there has been a 1.3% decrease in the percentage of single people in the community since 2006.
- While separated rates remained fairly consistent from 2006 to 2011, divorce rates rose slightly and widowed rates lowered slightly in Wellesley, Wilmot and Woolwich.
Household Structure
Statistics Canada defines a household as a being composed of a person or group of persons who co-reside in or occupy a dwelling.[8]

Size of Households in Wellesley – 2011
- In 2011, the most common household size in Wellesley was the two person household.
- On average there were 3.4 people per household.
- Households with 6 or more persons accounted for 13% of all households. This is higher than the average for Waterloo Region, where 3% of households had 6 persons or more.

Source: Statistics Canada, Census 2011

Size of Households in Wilmot – 2011
- The most common household size in Wilmot was the two person household, which accounted for 38% of all households – 5% higher than Waterloo Region.
- On average there were 2.7 people per household.
- One person households grew 19.1% between 2006 and 2011.

Source: Statistics Canada, Census 2011
Household Structure (cont.)

Size of Households in Woolwich – 2011

- The two person household was the most common household size in Woolwich in the 2011 Census.
- On average there were 2.8 people per household.
- Two person households experienced the most growth (26.1%), followed by one person households (24.6%).

Source: Statistics Canada, Census 2011

- According to the 2011 Census, 9.5% of households in the Region of Waterloo are 5 person or 6 or more person households. The townships have a high percentage of households in these categories – 21.9% in Wellesley, 10.4% in Wilmot and 12.6% in Woolwich.
- Wellesley, Wilmot and Woolwich are experiencing a rise in smaller households and more diverse family structures.
- The trends suggest that households and family sizes will continue to get smaller.

Period of Construction

- Wellesley had a high proportion of households built in 1960 or earlier (34.9%).
- Woolwich had a large percentage of homes built between 2006 and 2011 (16.4%)
- 25.1% of homes in Wilmot were built in 1960 or before.

Source: Statistics Canada, National Household Survey, 2011
Household Structure (cont.)

Condition of Dwelling

- The percentage of dwellings with major repairs needed in 2011 was 4.5% in Wellesley, 2.8% in Wilmot and 4.6% in Woolwich.

- These rates are below the provincial (6.6%) and national (7.4%) rates.

<table>
<thead>
<tr>
<th></th>
<th>Only regular maintenance or minor repairs needed</th>
<th>Major repairs needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellesley</td>
<td>95.5%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Wilmot</td>
<td>97.2%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Woolwich</td>
<td>95.4%</td>
<td>4.6%</td>
</tr>
</tbody>
</table>

Source: Statistics Canada, National Household Survey, 2011

Housing Market

Housing starts in the Kitchener-Cambridge-Waterloo Census Metropolitan Area (CMA) dropped to the lowest level in more than ten years as apartment construction pulled back. The demand for rental and condominium apartments was satisfied after two years of above average apartment construction. Consumers’ intentions to buy a home is also heavily influenced by employment growth, discretionary spending and global economic uncertainty.[6]

Number of Single Detached Housing Starts - Kitchener-Cambridge-Waterloo

- The number of detached housing starts* in the Kitchener-Cambridge-Waterloo CMA decreased from 2013 to 2012.

Source: Canada Mortgage and Housing Corporation, Housing NOW, Kitchener and Guelph CMA, First Quarter 2014
*Number of new builds, an indicator of demand.
**Housing Market (cont.)**

**Number of Multiple Dwelling Housing Starts – Kitchener-Cambridge-Waterloo CMA**

- The number of multiple dwelling housing starts in Kitchener-Cambridge-Waterloo CMA decreased by 42% from 2013 to 2012.

**Home Affordability**

To be considered affordable, a household should spend no more than 30% of its income on housing costs. In 2011, 9.6% of households in Waterloo Region spent 50% or more of their income on shelter costs.

**Home Ownership and Affordability**

- According to the 2011 National Household Survey, the median shelter cost for an owned dwelling in Wellesley was $1,081 a month, $1,126 a month in Wilmot and $1,193 a month in Woolwich.

- The median value of a dwelling was $359,759 in Wellesley, $348,302 in Wilmot and $340,235 in Woolwich.

- Less than 15% of homeowners in Wellesley, Wilmot and Woolwich spent over 30% of their income on housing costs.
Home Affordability (cont.)

Rental Housing and Affordability

- According to the 2011 National Household Survey, the median shelter cost for renters was $806/month in Wellesley, $803/month in Wilmot and $751/month in Woolwich.

![Bar chart showing rental housing and affordability](image)

Source: Statistics Canada, National Household Survey, 2011

Significantly more renters than homeowners were unable to afford their rental unit and spent more than 30% of their income on housing costs. As a result, it is more challenging for renters who spend more than 30% of their income on shelter to save money to eventually own a home. Home ownership is a form of economic security for many people and can help people maintain purchasing power. [8]

Vacancy Rates

Rental vacancy rates are indicative of the percent of all apartments and rental townhouses that are vacant and available for rent at a particular time. [9] A healthy vacancy rate for a municipality is a minimum of 3 percent. [10] A 3 percent vacancy rate ensures that there is adequate room for the natural growth of both the existing residents and potential new residents.

Rental Vacancy Rates (%) – Kitchener-Cambridge-Waterloo CMA

- The vacancy rate in the Kitchener–Cambridge–Waterloo Census Metropolitan area has decreased from 3.3% in 2009 to 2.9% in 2013.
- A lower vacancy rate means that the demand for rental housing is outstripping supply of rental stock, which can lead to increases in costs for rental units.

![Vacancy rates bar chart](image)

Source: Canada Mortgage and Housing Corporation, Rental Market Report, Fall 2013
Diversity in Wellesley, Wilmot and Woolwich

Canada is a country built on cultural and ethnic diversity. Key among these diverse groups are the First Peoples. Policy promoting multiculturalism and immigration to Canada has helped shape the diverse mix of people in the country. In recent years, the patterns of immigration have shifted with the largest group of newcomers to Canada now coming from Asia, whereas historically most immigrants came from Europe.\[^{11}\]

Aboriginal Identity

A total of 6,825 residents in Waterloo Region identified as Aboriginal in the 2011 National Household Survey and made up approximately 1.4% of Waterloo Region’s population. 13,230 people or 2.6% of Waterloo Region’s population reported having Aboriginal ancestry.

Aboriginal Identity

\begin{center}
\begin{tikzpicture}
\begin{axis}[
    ybar,\]
    \addplot[fill=blue!50] coordinates {(Wellesley, 0.6) (Wilmot, 0.7) (Woolwich, 1.0)};\]
    \addplot[fill=red!50] coordinates {(Wellesley, 0.0) (Wilmot, 1.5) (Woolwich, 2.2)};\]
\end{axis}
\end{tikzpicture}
\end{center}

Source: Statistics Canada, National Household Survey, 2011

Immigrant Population

Waterloo Region, which includes Wellesley, Wilmot and Woolwich, has been an attractive destination for immigrants from all over the world. People can choose to live in a medium sized city or in a rural setting. The region is just an hour’s drive from Toronto, has a number of post-secondary institutions and a variety of sectors from manufacturing to high-tech industries.

Immigrant Population for Waterloo Region by Municipality, 2011

\begin{center}
\begin{tabular}{|l|c|c|c|}
\hline
Area & Total Population in Private Households & Total Immigrant Population & Percentage of the Total Immigrant Population \\
\hline
Waterloo Region & 499,610 & 111,495 & 100 \\
Wellesley & 10,710 & 800 & 0.7 \\
Wilmot & 18,965 & 1,980 & 1.8 \\
Woolwich & 22,515 & 1,820 & 1.6 \\
\hline
\end{tabular}
\end{center}

Source: Statistics Canada, 2011 National Household Survey

- Just under 1% of the immigrant population live in Wellesley in 2011.
- 1.8% of the population live in Wilmot, and 1.6% of the population chose to live in Woolwich.
Community Trends in Wellesley, Wilmot and Woolwich for 2013


<table>
<thead>
<tr>
<th>Area</th>
<th>Recent Immigrants 2001-2005</th>
<th>Recent Immigrants 2006-2011</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo Region</td>
<td>15,355</td>
<td>15,465</td>
<td>1%</td>
</tr>
<tr>
<td>Wellesley</td>
<td>100</td>
<td>130</td>
<td>30%</td>
</tr>
<tr>
<td>Wilmot</td>
<td>125</td>
<td>90</td>
<td>-28%</td>
</tr>
<tr>
<td>Woolwich</td>
<td>170</td>
<td>120</td>
<td>-29%</td>
</tr>
</tbody>
</table>

Source: Statistics Canada, 2011 National Household survey

- Waterloo Region’s recent immigrant population has remained fairly steady with only 1% increase between 2001-2005 and 2006-2011.
- The number of people settling in Wellesley has increased by 30%.

The 6 Most Common Countries of Birth – Wellesley

- According to the 2011 NHS, 7.5% (800) of the Wellesley population was foreign-born.
- 9,900 or 92.4% of the population were born in Canada and the 15 remaining residents were non-permanent residents.
- Of the immigrants living in Wellesley in 2011, 130 immigrated to Wellesley between 2006 and 2011.
- These recent immigrants made up 16.3% of the immigrants in Wellesley.

Source: Statistics Canada, National Household Survey, 2011
• According to the 2011 NHS, 10.4% (1980) of the Wilmot population was foreign-born.

• 16,960 or 89.4% of the population were born in Canada and the 35 remaining residents were non-permanent residents.

• Of the immigrants living in Wilmot in 2011, 90 immigrated to Wilmot between 2006 and 2011.

• These recent immigrants made up 4.5% of the immigrants in Wilmot.

Source: Statistics Canada, National Household Survey, 2011

The 5 Most Common Countries of Birth – Woolwich

• According to the 2011 NHS, 8.1% (1820) of the Woolwich population was foreign-born.

• 20,660 or 91.7% of the population were born in Canada and the 35 remaining residents were non-permanent residents.

• Of the immigrants living in Woolwich in 2011, 120 immigrated to Woolwich between 2006 and 2011.

• These recent immigrants made up 6.6% of the immigrant in Woolwich.

Source: Statistics Canada, National Household Survey, 2011
Language

Canada has two official languages, English and French. A person whose first language is neither of Canada’s official languages is referred to as an allophone.\[^{12}\]

In 2011, 375,515 people or 74.8% of the population in Waterloo Region reported English only as their mother tongue, 6,090 people or 1.2% reported French only and 112,470 people or 22.4% of the population reported a non-official language as their mother tongue. In comparison, the provincial percentages of people who reported only one mother tongue were 68.2% for English only, 3.9% for French only and 25.7% for non-official languages only.

5 Most Common Mother Tongues and Languages at Home – Wellesley

- In Wellesley, 62% (6,640 people) of the population reported English only as their mother tongue; 0.5% (50 people) reported French only.
- 36.6% (3,915 people) reported a non-official language only as their mother tongue.
- There were 3,035 people (28.3%) who speak a non-official language at home.

Source: Statistics Canada, 2011 Census

5 Most Common Mother Tongues and Languages at Home – Wilmot

- In Wilmot, 89.3% (16,960 people) of the population reported English only as their mother tongue; 0.9% (170 people) reported French only.
- 9.1% (1,735 people) reported a non-official language only as their mother tongue.
- There were 420 people (2.2%) who speak a non-official language at home.

Source: Statistics Canada, 2011 Census
Religion

In the 2011 National Household Survey, religion refers to the person's self-identification as having a connection or affiliation with any religious denomination, group, body, sect, cult or other religiously defined community or system of belief. Religion is not limited to formal membership in a religious organization or group. This information contributes to the measurement of diversity in Canada and assists in the planning activities and infrastructures like buildings, schools or programs.[13]

**Breakdown of Religion – Wellesley**

- In 2011, Wellesley had the highest Christian population of the three townships (87.1%).
- This is 22.5% higher than the provincial Christian population (64.6%) and 19.8% higher than the national Christian population (67.3%).
Religion (cont.)

Breakdown of Religion – Wilmot

- In 2011, Wilmot had the highest population with no religious affiliation of the three townships (20.8%).
- This was still 2.3% lower than the provincial rate (23.1%) and 3.1% lower than the national rate (23.9%).

Source: Statistics Canada, National Household Survey, 2011

Breakdown of Religion – Woolwich

- In 2011, Woolwich had the highest percentage of the three townships with religions that were non-Christian (1.8%).
- This was 10.5% lower than the provincial rate (12.3%) and 7.0% lower than the national rate (8.8%).

Source: Statistics Canada, National Household Survey, 2011
Education

Level of Education – Population Aged 25-64

- In 2011, 34.7% of the population in Wellesley aged 25-64 had no certificate, diploma or degree. This is 23.7% higher than the provincial rate of 11%.
- 44.1% of the Wellesley population aged 25-64 had a postsecondary certificate, diploma or degree as compared to 64.8% of the Ontario population.
- Wilmot and Woolwich were slightly below the provincial rate of 25-64 population with a postsecondary certificate.

Breakdown of Post-Secondary Education – Students 25+ years

- In 2011, 44.1% of the 5,070 adults aged 25 and over in Wellesley had completed some form of post-secondary education; this is 16.2% lower than the provincial rate (60.3%) and 15.5% lower than the national rate (59.6%).
- 60% of the 11,880 adults aged 25 and over in Woolwich had completed some form of post-secondary education; this is slightly lower than the provincial rate of 60.3% and slightly higher than the national rate of 59.6%.
- In 2011, 63.3% of the 10,035 adults aged 25 and over in Wilmot had completed some form of post-secondary education; this is 3% higher than the provincial rate and 3.7% higher than the national rate.
- Wilmot and Woolwich had a higher proportion of the population with a trade certificate compared to Ontario. Wilmot also had a higher proportion of the population with a college degree than Ontario.

Source: Statistics Canada, National Household Survey, 2011
Income and Earnings

After-tax income is a measure of total income minus federal and provincial income taxes.

According to Statistics Canada, an economic family refers to a group of two or more persons who live in the same dwelling and are related to each other by blood, marriage, common-law or adoption.

The median after-tax income of economic families in Canada in 2010 was $67,044, the median for couple families was $72,356, and for lone-parent families it was $42,401.

Median Income After-Tax for 2010 – Wellesley, Wilmot, Woolwich and Ontario

- The median family income was the highest for couple-with-children families in all three townships and Ontario.
- Lone-parent families make $50,000 less than couple-with-children families in Wilmot and Woolwich, and $24,000 less than couple-with-children families in Wellesley.

Sources of Income – Wellesley

- Males in Wellesley made more income from employment than females and had more investment income in 2011.
- Females in Wellesley received a larger portion of their incomes – 8.7% more – than males from government transfers.
Sources of Income – Wilmot

- Males made the majority of their income from employment (81.8%) in Woolwich, 8.2% more than females earned from employment.
- Females received more than twice the proportion of their income from government transfers than males.

- The distribution of income in Wilmot, as with the other townships, showed a heavy concentration on earnings from income.
- There was a higher proportion of income from investments and retirement pensions, superannuation and annuities in Wilmot than in Wellesley or Woolwich, reflecting a larger senior population.

Source: Statistics Canada, National Household Survey 2011

Sources of Income – Woolwich

- Males made the majority of their income from employment (81.8%) in Woolwich, 8.2% more than females earned from employment.
- Females received more than twice the proportion of their income from government transfers than males.

Source: Statistics Canada, National Household Survey 2011
Wages in Ontario

Minimum wage\textsuperscript{[14]} refers to the lowest financial pay an employer can offer an employee. The minimum wage rate is regulated under the Employment Standards Act 2000 (ESA) to ensure a minimum standard of living for workers. The minimum wage applies to most workers in Ontario including full-time, part-time, casual or temporary workers and whether they are paid on an hourly basis, commission, flat rate or salary.

Hourly Minimum Wage Rate – 2003 to 2013

- The minimum wage was $10.25 per hour from 2010 to 2013.
- A person working full time (40 hours a week) would make $21,320 a year before tax.
- In Ontario, minimum wage workers are living close to 25% below Statistics Canada’s Low Income Measure.

Measuring Poverty in Canada

Tracking low-income rates provides insight into the pervasiveness of poverty. Income is one of the most critical social determinants of health. While there is no official poverty measures in Canada, various measures of poverty are used, such as the Low Income Cut-offs (LICOs), the Low Income Measures (LIMs) and the Market Basket Measure (MBM). Each measure has its own strengths and limitations, but one is not better than the other. They provide a picture of poverty in Canada over time.

Statistics Canada uses the Low Income Measure (LIM) After Tax. The LIM-AT is a fixed percentage (50%) of median adjusted household income after tax that takes into account the household needs.

The After-Tax Low Income Cut-offs, or LICO (1992 base) is determined from an analysis of the Statistics Canada 1992 Family Expenditure Survey data. These income limits were selected on the basis that families with incomes below these limits usually spent 63.6% or more of their income on food, shelter and clothing.

The Market Basket Measure (MBM) attempts to measure a standard of living and reflects differences in living costs across regions. The MBM represents the cost of a basket that includes: a nutritious diet, clothing and footwear, shelter, transportation, and other necessary goods and services (such as personal care items or household supplies). The cost of the basket is compared to disposable income for each family to determine low income rates.
Measuring Poverty in Canada (cont.)

Low income in Kitchener-Cambridge-Waterloo CMA

- In 2011, the proportion of the population in low income in Canada, based on the Low Income Measure – After-Tax was 14.9%.
- For persons under 18, the rate was higher (17.3%) and for the population aged 65 years and over, it was lower at 13.4%.

Low Income Measure – After-Tax (LIM–AT) in Canada

- In 2011, the proportion of the population in low income in Canada, based on the Low Income Measure – After-Tax was 14.9%.
- For persons under 18, the rate was higher (17.3%) and for the population aged 65 years and over, it was lower at 13.4%.

Low Income Measure – After-Tax – Wellesley, Wilmot and Woolwich

- In Wellesley, 1,545 people (14.4%) lived at or below the Low Income Measure – After-Tax line.
- In Wilmot, 1,190 people (6.3%) lived at or below the Low Income Measure – After-Tax.
- In Woolwich, 1,400 people (6.2%) lived at or below the Low Income Measure – After-Tax.

Low Income Measure – After-Tax by Gender – Wellesley, Wilmot and Woolwich

- In Woolwich, the proportion of females living at or below the LIM – AT line was 2.4% higher than males.
- In Wilmot, the proportion of females living at or below the LIM – AT line was 1.9% higher than males in 2011.
- In Wellesley, the proportion of males and females living at or below the LIM – AT line was equal.
- The total percentage of the population in Wellesley living at or below the LIM–AT is slightly above the provincial rate (13.9%) and comparable to the national (14.8%) rate.
Measuring Poverty in Canada (cont.)

Low Income Measure – After-Tax by Age - Wellesley, Wilmot and Woolwich

- In Wellesley in 2011, 20.7% of the population living at or below the LIM–AT line were children under the age of 6. This is 11.8% higher than the provincial rate of 8.9% and 12.5% higher than the national rate of 8.2%.

- In Wilmot, 8% of the population living at or below the LIM–AT line were children under the age of 6.

- In Woolwich, 12.5% of the population living at or below the LIM–AT were children under the age of 6.

Labour Force

Participation Rates

The labour force participation rate refers to the proportion of individuals of working age that are currently employed or seeking employment. The chart below shows the Labour Force Participation Rate in 2011, according to the National Household Survey. The chart on the next page shows the Unemployment Rate according to the Labour Force Survey with October as the point-in-time reference used. As a result, there are slight differences between the two sources.

Labour Force Participation Rates – 2011

- In 2011, the participation rate in Wellesley was 71.6%, 69.6% in Wilmot and 74.8% in Woolwich.

- The unemployment rate in Wellesley was 6% below the provincial rate of 8.3%.

- Wilmot and Woolwich were 4.2% and 5.2% below the unemployment rate for Ontario.
Unemployment Rates

The unemployment rate refers to the unemployed expressed as a percentage of the labour force. The following chart shows the Unemployment Rate according to the Labour Force Survey[16] with October as the point-in-time reference used.

Labour Force Survey – Unemployment Rate as of October 2013

- The unemployment rate for Ontario in 2013 was 7.4% and 6.7% for the Kitchener-Waterloo-Cambridge CMA.
- While the provincial unemployment rate has decreased since 2009, it is still higher than pre-2009 rates.

**NOTE:** The Labour Force Survey estimates are based on a sample, and are therefore subject to sampling variability. Estimates for smaller geographic areas or industries will have more variability.

Industries and Occupations

Industrial Sector

In Canada, the three industrial sectors that had the largest share of total employment were the elementary and secondary schools (4.7%), hospitals (3.7%) and grocery stores (2.2%).

In Ontario, the top industries were: elementary and secondary schools (4.8%), hospitals (3.1%) and local, municipal and regional public administration (2.5%).

Top 5 Industrial Sectors in Wellesley, Wilmot and Woolwich

- The top industry in Wellesley, Wilmot and Woolwich was manufacturing.
- Agriculture and construction were the second and third top industries in Wellesley.
- Retail trade and health care and social assistance are the second and third top industries in Wilmot and Woolwich.

Source: Statistics Canada, National Household Survey, 2011
Occupations

- In Canada, The National Occupational Classification (NOC) provides a consistent way to describe and understand the nature of work performed by Canadians in the labour market.

- For Canada, the top 3 occupations were retail salespersons, retail and wholesale trade managers and administrative assistants. In Ontario, the top 3 occupations were retail salespersons, retail and wholesale trade managers and food counter attendants.

- In 2011, women comprised just under half of the employed labour force (48%) in Canada.

Top 5 Occupations for the Employed Labour Force – Wellesley

- In 2011, there were 5,570 people in the workforce in Wellesley. 43.2% were women and 56.9% were men.

- Of the top 5 occupations, women were mainly employed in the sales and service occupations followed by business, finance and administration occupations.

- Men were mainly employed by the trades and as transport and equipment operators followed by management occupations.

Source: Statistics Canada, National Household Survey, 2011

Top 5 Occupations for the Employed Labour Force – Wilmot

- In 2011, there were 10,645 people in the workforce in Wilmot. 48.2% were women and 51.8% were men.

- Of the top 5 occupations, women were mainly employed in business, finance and administration followed by sales and service occupations.

- Men were mainly employed by the trades and as transport and equipment operators followed by management occupations.

Source: Statistics Canada, National Household Survey, 2011
Community Trends in Wellesley, Wilmot and Woolwich for 2013

Occupations (cont.)

Top 5 Occupations for the Employed Labour Force – Woolwich

- In 2011, there were 13,270 people in the workforce in Woolwich. 48.6% were women and 51.4% were men.
- Of the top 5 occupations, women were mainly employed in the sales and service occupations followed by business, finance and administration occupations.
- Men were mainly employed by the trades and as transport and equipment operators followed by management occupations.

Source: Statistics Canada, National Household Survey 2011

Commuting and Mode of Transportation to Work

Waterloo Region is both a destination for in-commuters and home to a significant number of out-commuters who travel to other municipalities to work.

Lack of public transportation services and infrastructure is one of the main issues facing rural Ontario communities. Public transit does exist in a handful of towns in rural Ontario, including Woolwich Township. [16]

Mode of Transportation to Work – Wellesley

- The median commute time in Wellesley was 20.4 minutes, which is 7.2 minutes less than the median commute time in the province (27.6 minutes).
- 58.6% of the workforce left for work between 7:00 a.m. and 9:00 a.m.
- 89.1% of workers drove to work in 2011 as a driver or as a passenger, 3,690 out of 4,140 workers in total.

Source: Statistics Canada, National Household Survey, 2011
Commuting and Mode of Transportation to Work (cont.)

Mode of Transportation to Work – Wilmot

- The median commute time in Wilmot was 20.5 minutes, compared with 27.6 minutes provincially.
- The majority of workers (58.1%) left for work between 7:00 and 9:00 a.m.
- 92% of people drove to work as a driver or as a passenger, which is 13.4% higher than the percentage for the province (78.6%).
- 410 people walked to work, 125 rode a bicycle and 75 took public transit.

Mode of Transportation to Work – Woolwich

- The median commute time in Woolwich was 15.9 minutes, which is 11.7 minutes less than the provincial time.
- 6645 workers (58.6%) left for work between 7:00 a.m. and 9:00 a.m.
- The majority of the workforce (10,215 people, 90.1%) drove to work as a driver or as a passenger.
- 600 people walked to work, 290 rode a bicycle and 115 took public transit.
References


We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.
Arts, Culture and Recreation

The opportunity to participate in leisure and cultural activities in a community contributes greatly to the wellbeing of individuals, families and the neighbourhoods they live in. Furthermore, accessible and affordable recreational activities play a vital role in the overall quality of life.[1]

This factsheet will highlight community trends and indicators that relate to the issue of recreation and culture in Cambridge and the Townships of North Dumfries, Wellesley, Wilmot and Woolwich.

Highlights

- The City of Cambridge granted recreational subsidies increased slightly to a new all time high of $23,140 in 2013.
- In 2013 City of Cambridge Adult 50 + Recreation Centres had 25,066 drop-in participants. This is a 33% increase from 2012.
- The revitalized YMCA Teen Drop-In Zone had an increase of 23% in the number of participants who accessed the program in 2013.
- Cambridge Libraries and Galleries offered an addition of 225 programs in 2013 for a total of 1,605 programs. Program participation reached an all time high of 42,620. This is due to a new focus on larger event programs.
- The Township of Woolwich approved an access policy “accessing the recreation experience” for adult residents in the fall of 2013.
- In 2013 there was $1,644.20 granted in recreation subsidies from the Township of Wilmot.
- The Township of Wilmot senior’s drop-in programs have grown significantly in 2013. The Senior’s Centre which opened in 2012, had 234 drop-in participants in 2012 and in 2013 jumped to 1,541 participants.
- In 2013 the Township of Wilmot child and youth registered and drop-in programs reached an all-time high.
- The Region of Waterloo Libraries – Baden, New Dundee, New Hamburg branches had an increase of 3,124 downloaded books and audiobooks in 2013 than in the previous year.
- Community Care Concepts of Woolwich, Wellesley and Wilmot saw an increase of 355 visits to Adult Day Programs in 2013. The organization has seen an increasing number of frail seniors, more intensively through these programs.
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Serving Cambridge

Arts, recreation, and culture continue to be important to the residents of Cambridge. Numerous recreational programs are offered at the municipal level and are widely used. A variety of recreational programs are offered to ensure there is something available for everyone and subsidies are available to ensure that more residents are able to participate.

The City of Cambridge directly operates 12 recreational facilities across the municipality. Recreation facilities include indoor and outdoor pools, water amusement parks, arenas, banquet halls, and seniors centers. Many of the facilities are multi-purpose buildings and are home to a unique complement of activities and services. The City of Cambridge has a cluster of arts and culture that is evolving and creating a significant impact on the economy and enhancing the quality of life.

Community assets, such as the Cambridge Centre for the Arts continue to flourish. Recent announcements for more investment into theatre and education serve to strengthen this. The arts, culture and heritage helps attract and retain residents. Businesses also cite these offerings as an important reason for choosing to locate and stay in the area.

City of Cambridge—Municipal Performance Measure Program

Participation Hours for Recreation Programs Per 1,000 Persons

- Total participation hours per 1,000 persons was 12,383.50 in 2013.
- The participation hours decreased by 168.50 hours per 1,000 persons between 2012 and 2013.
- The decrease in participation hours in 2012 and 2013 is due to a reduction in the demand for practice hours on minor sports fields and the closure of three premium sports fields.
- Overall, the participation hours have decreased by 22% since 2009.

Source: City of Cambridge, Municipal Performance Measurement Program, 2014
City of Cambridge—Municipal Performance Measure Program (cont)

Hectares of Open Space

Hectares of open space includes community gardens, flower gardens, horticultural areas, natural areas, parks and parkettes, playgrounds, public squares, skateboard parks, sports fields and trails. Open space is an important resource that contributes to the quality of life for Cambridge residents.

Hectares of Open Space per 1,000 persons (municipally owned)

<table>
<thead>
<tr>
<th>Year</th>
<th>Hectares/1000 persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>3.4</td>
</tr>
<tr>
<td>2010</td>
<td>3.4</td>
</tr>
<tr>
<td>2011</td>
<td>3.5</td>
</tr>
<tr>
<td>2012</td>
<td>3.4</td>
</tr>
<tr>
<td>2013</td>
<td>3.3</td>
</tr>
</tbody>
</table>

- In 2013, there were 3.3 hectares of open space per 1,000 people in Cambridge.
- The amount of open space in Cambridge decreased slightly between 2012 and 2013.
- Overall, the hectares of open space from 2009 to 2013 has remained fairly consistent in Cambridge.

Total Km of Trails per 1,000 persons (municipally owned)

<table>
<thead>
<tr>
<th>Year</th>
<th>Kilometres/1000 persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>0.43</td>
</tr>
<tr>
<td>2010</td>
<td>0.51</td>
</tr>
<tr>
<td>2011</td>
<td>0.54</td>
</tr>
<tr>
<td>2012</td>
<td>0.52</td>
</tr>
<tr>
<td>2013</td>
<td>0.55</td>
</tr>
</tbody>
</table>

- In 2013 there was 0.55 km of trails per 1,000 persons in Cambridge.
- From 2012 to 2013 there was 0.03 km increase in the total trails located within the city of Cambridge.
- There has been 0.12 km of trails added in Cambridge per 1,000 persons between 2012 and 2013.
City of Cambridge Recreation Centres

Adult 50+ Recreation Centres

The City of Cambridge operates four 50+ Recreation Centres. The David Durward Centre is located in downtown Galt and offers a variety of fitness, computer, craft, special interest, support and cooking programs. The Allen Reuter Centre in Preston offers a wide range of programming for its members, including a lunch program and caregiver support program. The Ted Wake Lounge, located in Hespeler, offers similar programs as the other centres and boasts an outdoor garden patio. In Preston, the William E. Paultner Centre features a walking track, gymnasium and exercise studio. Membership at any of the centres allows users the flexibility to participate in any of the four centres’ drop-in programs.

Adult 50+ Program Participants

- There were 714 Adult 50+ programs offered in 2013, an increase of 19% from 2009.
- From 2012 to 2013 there was a 10% decrease in the number of registered participants.
- The number of drop-in program participants has increased by 33% from 2012 to 2013.

Adult 50+ Memberships

- There were a total of 1,934 members registered at the four 50+ centres programs in 2013.
- Membership numbers have decreased by 8% from an all time high in 2011.
- As membership numbers have declined there has been a significant increase in drop-in program participant numbers.
City of Cambridge Recreation Centres (cont.)

Granted Recreational Subsidies

Municipally-run programs serve the recreational needs of many residents. The City of Cambridge is committed to providing assistance to individuals and families with low incomes by subsidizing part of the cost of memberships or programs run by the Community Services Department. Determination of assistance is based on the "Statistics Canada Low Income Level Indicators". Applications for “Activities for Less” can be downloaded or picked up at the WG Johnson Centre, the Allan Reuter Centre, the Cambridge Centre for the Arts, the David Durward Centre, and the John Dolson Centre. Applications are also available at the many neighbourhood community centres in the city.

Financial Assistance Value

- Recreational subsidies can be granted for sports, arts or other recreational programs offered by the City of Cambridge.
- The total amount of recreational subsidies increased slightly by $359 between 2012 and 2013.
- Overall, there has been an 88% increase in granted recreational subsidies since 2009.

Source: City of Cambridge, Community Services Department, Personal Communication, 2014

Chaplin Family YMCA Recreational Services

The Chaplin Family YMCA has offered programs in the community for over 50 years. At the YMCA individuals can purchase a membership and register for any programs including swimming, basketball, or other peer focused programs.

Senior Memberships By Gender

- Senior memberships increased by 2.3% in 2013 from the previous year.
- The number of seniors accessing memberships has increased by 56% between 2008 and 2013.
- Since 2008, an average of 182 more males than females have purchased YMCA Senior membership per year.

Source: Chaplin Family YMCA, Personal Communication, 2014
Youth Memberships By Gender

- In 2013 there were a total of 6,583 youth memberships accessed.
- The most popular ages for memberships is 6-12 year olds and 18-29 year olds.
- The greatest disparity between genders was in the 13-17 years old category, with 32% fewer females accessing memberships than males in 2013.

Source: Chaplin Family YMCA, Personal Communication, 2014

Youth Memberships By Age

- There was a decrease in youth memberships purchased between 2012 and 2013 in every age group with the exception of the 13-17 year old category in which there was a slight increase.
- The largest decrease in youth memberships purchased between 2012 and 2013 was in the 18-29 year old category with 95 fewer memberships.

Source: Chaplin Family YMCA, Personal Communication, 2014
Chaplin Family YMCA Recreational Services (cont.)

Teen Drop-In Zone
The YMCA Teen Drop-In Zone (formerly Z Beside the Y Youth Leadership Development Centre) offers low or no cost programs that will create positive change for Cambridge teens around Employment, Education and Health & Wellbeing. In response to feedback received from program participants the YMCA revitalized the program which included a revised vision, mission and schedule. This program offers a safe and inclusive space Monday to Friday after school for teens aged 12-18 to come enjoy a healthy snack, get involved in recreational opportunities and learn from strong adult role models. Additional evening programs include leadership development, newcomer youth, music lessons and inclusion programming.

Drop–In Zone Service Use

- The revitalized Drop-In Zone was a success with a 23% increase in the number of participants who were able to access the program.
- This is despite the cut in program hours available and therefore visits.
- Since 2009, the Teen Drop Zone has seen an average of 879 participants annually and an average of 7,239 visits per year.

Source: Chaplin Family YMCA, Teen Drop Zone, Personal Communication, 2014

Cambridge Libraries and Galleries
Cambridge has four branch libraries offering a variety of programs and services to the public. Programs consist of reading groups for infants, children and families which include stories, songs, crafts and movement. The libraries also offer free computer usage, internet access, books and electronic media for usage either at the library or to be borrowed at no cost or a minimal charge.

Library Programs

- In 2013 there were 1,605 library programs offered in Cambridge.
- An addition of 225 programs were offered in 2013.
- The increase in programs is a direct result of the libraries “Future Direction 2013-2015” goal to grow the current range of services for children.

Source: Cambridge Libraries and Galleries, Personal Communication, 2014
Cambridge Libraries and Galleries (cont.)

Library Program Attendance

- Attendance at the Cambridge library programs continues to increase, with the highest yearly attendance to date at 42,620 in 2013.
- This represents a 33% increase in attendance since 2009.
- This increase is due to an increased focus on larger event programs.

**Cambridge Centre for the Arts**

**2013 Programs, Exhibitions and Events:**

- Registered Classes & Workshops for Adults and Children – 200 programs were offered with 1,400 registered participants.
- Drop-In Programs – 6 weekly programs were offered with 1,500 visits.
- Gallery Exhibitions – 10 exhibitions were scheduled with over 800 people attending opening receptions.
- Special Events – Over 10 special events were offered in 2013.
- Gift Shop – Over 60 local artists were represented in the shop in 2013.
- These statistics do not include the use of the arts centre for rental of rooms, meetings, casual visitors to the art gallery and gift shop or attendance at registered program final performances or exhibitions.

Source: Cambridge Libraries and Galleries, Personal Communication, 2014
Neighbourhood Organizations

In Cambridge, there are 7 staffed neighbourhood organizations and 2 unstaffed associations operating in 9 neighbourhoods that provide a variety programs and services to the local community including recreational programs, family outreach and leadership development.

These groups use a community development approach in their services, allowing residents to participate in the development of programs and services offered in their neighbourhood and in nearby facilities. Each organization or association offers a different scope of programs depending on the specific interests and unique characteristics of the people living in its catchment area.

Neighbourhood organizations are governed by a volunteer Board of Directors as well as paid staff that oversee the programs and services offered. They are strengthened by the contributions of many volunteers.

Number of Programs

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>526</td>
</tr>
<tr>
<td>2010</td>
<td>432</td>
</tr>
<tr>
<td>2011</td>
<td>552</td>
</tr>
<tr>
<td>2012</td>
<td>624</td>
</tr>
<tr>
<td>2013</td>
<td>667</td>
</tr>
</tbody>
</table>

- The number of programs offered by neighbourhood organizations increased by 7% between 2012 and 2013.
- Overall, programs offered (both adult and youth) have increased by 27% since 2009.
- In 2013, there were 981 volunteers that contributed 47,306 hours of their time to the neighbourhood organizations.

Child and Youth Program Visits

- The number of adult and youth program visits decreased from 65,504 in 2012 to 62,394 in 2013.
- Since 2013 the Community Neighbourhood Organizations has standardized the way that data is collected.

Source: Cambridge Neighbourhood Organizations, Personal Communication, 2014
Serving North Dumfries

The Township of North Dumfries' Parks and Recreation Department proudly maintains the townships’ parks and green spaces, as well as provides a range of leisure activities that enhance the quality of its citizens lives.

The Township of North Dumfries owns and maintains 11 parks located throughout the township. The headquarters for Recreation Services is located at the North Dumfries Community Complex.

The Township of North Dumfries maintains two arenas for public use, the Queen Elizabeth Arena in the Ayr Community Centre and the Ayr Farmers Mutual Insurance Company Arena in the new state-of-the-art North Dumfries Community Complex. Combined, these facilities host a variety of events and activities for the community.[6]

Region of Waterloo Libraries, Ayr Branch

The Ayr branch offers a variety of programs for all ages. There is also free public internet access and a dedicated early literacy station for children. In 2013 the Region of Waterloo Library expanded its access to over 40 online databases with the addition of Freegal (a free music download service) and Zinio (free 24/7 unlimited access to electronic magazines).

In 2013, the Ayr branch continued to offer a variety of programs for all ages. Programs for the youngest readers: Baby and Me (0-11 months), Toddler Time (1-2 years) and Story Time (3-5 years) had over 1,000 participants in 2013. New programs for teens and tweens included events such as “Cookie Cake Boss” and Yoga for Teens. The Community Literature program, which offers university style literature studies to adults, was well attended with over 250 participants in 2013. In 2013, the Ayr library collaborated with other community organizations and held an ADHD information session, as well as a community cleanse and a program on Food Introduction for Babies. A fitness challenge for seniors was also introduced in 2013.

Library Programs, Attendance, and Usage

<table>
<thead>
<tr>
<th>Programs</th>
<th>Attendance</th>
<th>Public Internet Usage</th>
<th>Early Literacy Station usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>234</td>
<td>1,049</td>
<td>398</td>
<td>264</td>
</tr>
<tr>
<td>183</td>
<td>642</td>
<td>331</td>
<td>264</td>
</tr>
<tr>
<td>173</td>
<td>712</td>
<td>264</td>
<td>264</td>
</tr>
</tbody>
</table>

Source: Region of Waterloo Libraries, Ayr Branch, Personal Communication, 2014

- Program attendance remains steady, though is down slightly because of a lower number of programs held in 2013.
- The Baby and Me and the Community Literature program continues to be popular and well attended, hence both are scheduled to continue through 2014.
Community Care Concepts of Woolwich, Wellesley and Wilmot (C.C.C) is a non-profit volunteer based organization that provides services to assist seniors and adults with disabilities to live independently in their own homes across the Townships of Wellesley, Wilmot and Woolwich.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based and collaborative approach they are able to effectively meet the increasing demands of a large geographic area, a smaller population base and the diverse communities within this area.

Adult Day Programs are offered in Elmira and New Hamburg and consist of a full day of programming designed to meet the social, physical, emotional and cognitive needs of individuals, while maintaining or enhancing their abilities. The programs provide support and a much needed break for caregivers. A wide variety of activities are offered including discussion groups, baking, music, exercises and guest speakers. Programs are adapted to meet the needs and level of ability of each individual. Transportation and hot meals are provided.

- Library circulation of print material has decreased by approximately 3% overall.
- The number of downloaded books/audio books has more than doubled since 2010.
Community Care Concept of Woolwich, Wellesley and Wilmot (cont.)

**Adult Day Programs**

<table>
<thead>
<tr>
<th>Year</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>2,270</td>
</tr>
<tr>
<td>2010-11</td>
<td>2,793</td>
</tr>
<tr>
<td>2011-12</td>
<td>3,034</td>
</tr>
<tr>
<td>2012-13</td>
<td>3,074</td>
</tr>
<tr>
<td>2013-14</td>
<td>3,429</td>
</tr>
</tbody>
</table>

- There has been a continual increase in the Adult Day Programs visits since 2009-2010 to 2013-2014.
- Community Care Concepts is serving an increasing number of frail seniors, more intensively, through these programs.

Source: Community Care Concepts of Woolwich, Wellesley and Wilmot, Personal Communication, 2014

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**Serving Wellesley**

The Township of Wellesley’s recreation department is dedicated to enhancing recreational opportunities in the municipality through safe and affordable recreation and facilities to develop personal health, human development and strong families.

There are a variety of both indoor and outdoor facilities available to the public that can also be rented for private events. Indoor facilities include ice rinks and community halls complete with kitchens. Outdoor parks include playgrounds, picnic areas, baseball diamonds, and more. The following Community Centres are located in the township: Hawksville Community Centre, Linwood Recreation Complex, St.Clements Community Centre, and Wellesley Community Centre.\(^3\)
Township of Wellesley Parks and Recreation – Municipal Performance Measure Program

Hectares of open space includes flower gardens, horticultural areas, natural areas, parks and parkettes, playgrounds, public squares, sports fields and trails. Open space is an important resource that contributes to the quality of life for residents.

**Hectares of Open Space per 1,000 persons (municipally owned)**

- Overall there has been a slight decrease in the hectares of open space per 1,000 people in the Township of Wellesley since 2009 due to population growth.
- The open space in the Township of Wellesley decreased by 2.2% from 2009 and 2013.
- The amount of open space in the Township of Wellesley decreased by almost 1.5% between 2012-2013.

Source: Township of Wellesley, Financial Information Returns, 2009-2013  *data not available for 2010

**Total Km of Trails per 1,000 persons (municipally owned)**

- There was a reduction in the amount of trails in the Township of Wellesley between 2009 and 2013.
- There was a slight decrease in the total trails located within the Township of Wellesley between 2012 and 2013.

Region of Waterloo Libraries - Linwood, St. Clements, and Wellesley Branches

There are three branches located in Wellesley Township: Linwood, St. Clements and Wellesley. All branches provide free internet access through public computer stations and WiFi. Each location has a dedicated Early Literacy station for children as well as other unique collections and resources. All locations have access to free computer/technology training through either workshops or one-on-one sessions.

Linwood and St. Clements branches offer Storytime programs for parents/caregivers and their children ages 1 to 5 years. The Wellesley Branch offers a variety of programs for all ages. Programs for the youngest readers include Baby and Me (0-11 months), Toddler Tales (1-2 years), Wonderful Ones and Storytime (3-5 years).

Library Programs, Attendance, and Usage

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Literacy Station</td>
<td>1,039</td>
<td>1,198</td>
<td>1,144</td>
<td>1,170</td>
<td>1,144</td>
</tr>
<tr>
<td>Free Public Internet Usage</td>
<td>604</td>
<td>653</td>
<td>3,354</td>
<td>3,419</td>
<td>2,618</td>
</tr>
<tr>
<td>Program Attendance</td>
<td></td>
<td></td>
<td>3,329</td>
<td>3,329</td>
<td>3,413</td>
</tr>
<tr>
<td>Number of Programs</td>
<td>210</td>
<td>226</td>
<td>213</td>
<td>373</td>
<td>375</td>
</tr>
</tbody>
</table>

Source: Region of Waterloo, Personal Communication, 2014

Number of Loans and Downloads

- Demand for the Early Literacy Station has remained fairly constant since 2011.
- Free public internet usage has continued to decline since 2009. This can be attributed to more people having internet access in their home with increased rural internet service.
- Loans of print materials remain in high demand.
- Downloaded books and audiobooks have increased in popularity and have increased substantially since 2009.
- There was an increase of almost 32% in the usage of downloaded books/audiobooks between 2012 and 2013.

Source: Region of Waterloo, Personal Communication, 2014
Serving Wilmot

The Township of Wilmot is home to the New Hamburg Complex and the Wilmot Recreation Complex. The Wilmot Recreation Complex opened in 2008. The facility offers a wide range of activities including ice skating and hockey on two NHL sized ice surfaces during the winter months. During the summer, ice is taken out of one arena providing the opportunity to ice skate or play hockey in one arena and roller skate or play floor hockey in the other.

The large community centre (capacity up to 180 or 190 when divided) will accommodate special events such as wedding receptions, parties, lectures and conferences. There is a second smaller meeting room that will accommodate up to 25 people, which is suitable for small birthday parties or meetings.

Phase II of the recreation centre entailed an Aquatic Centre, a 25 meter - 8 lane lap pool and a 20 m x 20 m leisure pool, a 4 lane walking/running track, an Active Living Centre for Seniors, the Optimist Youth Centre, 3 multi-purpose rooms, a Dryland Training Room, the Kids Play Zone Accessibility Park and opening in the spring of 2015, the Wilmot Splash Pad.

In addition to the Wilmot Recreation Complex and New Hamburg Complex, the township has five local Community Centres, the New Hamburg Municipal Building, and the Castle Kilbride/Administration Building in Baden[^4].

Township of Wilmot Parks and Recreation – Municipal Performance Measure Program

Hectares of open space includes community gardens, flower gardens, horticultural areas, natural areas, parks and parkettes, playgrounds, public squares, sports fields and trails. Open space is an important resource that contributes to the quality of life for residents.

Participation Hours for Recreation Programs per 1,000 persons

- Participation hours have declined 3% since 2009.
- The decline in participant hours is a result of the cancellation of a weekly program that was offered by the school, due to its close proximity to the public swimming pool.
- When the new pool opened in 2012 as part of the Wilmot Recreation Complex, this program was cancelled by the school.

Source: The Corporation of the Township of Wilmot, Performance Measures, 2013
Township of Wilmot Parks and Recreation – Municipal Performance Measure Program (cont.)

Hectares of Open Space per 1,000 persons (municipally owned)

- There was an increase of 0.14 hectares of open space in the Township of Wilmot between 2012 and 2013.
- This increase represents almost 5% increase in open space in the Township of Wilmot between 2012 and 2013.
- There was a 64% increase in the open space available in the Township of Wilmot from 2009 and 2013.

Total Km of Trails per 1,000 persons (municipally owned)

- There was a 229% increase or an additional 0.34 km of trails per 1,000 persons in Township of Wilmot between 2012 and 2013.
Township of Wilmot Recreation Centres
Registered and Drop-in programs include aquatics, recreation and leisure programs.

Seniors’ Registered and Drop-In Programs Participants

- The Seniors Centre opened in 2012.
- The expansion of the Senior’s Shuffleboard Program and the addition of another Shuffleboard court has made the program more popular leading to the program now being offered four times per week year round.

Source: Township of Wilmot, Personal Communication, 2014

Adult Registered Programs Participants

- The number of participants in adult registered programs fluctuates from year to year.
- Since 2009 there has been an average of 14 participants each year.

Source: Township of Wilmot, Personal Communication, 2014

*Until 2012 Adult and Teen swimming lessons were combined. There are now separate teen and adult courses and numbers in 2012 and 2013 reflect only adult participants.
Township of Wilmot Recreation Centres (cont.)

Adult Drop-In Programs Participants

- Drop-in programs have doubled over the past 5 years with an all-time high of 14,377 participants in 2013.
- The significant increase in the adult participation rate can be attributed to the opening of Phase II of the Wilmot Recreation Complex.
- Previously there were few options for adult drop-in programs. There are now more drop-in recreational swims and aqua fit classes offered.

Child/Youth Registered and Drop-In Programs

- In 2013 there were 79% more registered programs and 80% more drop-in programs offered than in 2009.
- With the opening of the Aquatic Centre in Phase II of the Wilmot Recreation Complex, there is more space and capacity for drop-in programs. As a result, drop in programs have more participants than registered programs.
Township of Wilmot Recreation Centres (cont.)

**Granted Recreational Subsidies**

Recreation and Culture financial assistance is available for the residents of the Township of Wilmot.

The following is the eligibility criteria:

- To qualify for assistance or subsidization the applicant must be under 14 years of age (proof of age required) and have been a resident of the municipality for a period of not less than six months.
- Only programs offered in the Township of Wilmot are eligible for assistance or subsidy.
- Participants will be limited to two activities per calendar year and a maximum of $150 per participant per calendar year to a maximum amount available per family of $300 in one calendar year.
- The funding is first come first served basis to a maximum of $2,500 per annum.
- The amount of eligible assistance is income tested. Detailed information on family income criteria is found on the township website.

**Financial Assistance Value**

*The amount of granted recreational subsidies increased by $1,524.49 between 2012 and 2013. The number of recipients receiving subsidies increased from 2 in 2009 to 21 in 2013. Since 2009, the Township of Wilmot has had a surplus in the $2,500 of subsidy funds available.*

**Region of Waterloo Libraries - Baden, New Dundee, and New Hamburg Branches**

There are three branches located in Wilmot Township: Baden, New Dundee and New Hamburg. Each location provides free internet access through public computer stations and WiFi. Each location has a dedicated Early Literacy station for children as well as other unique collections and resources like Pedometer Kits. All Wilmot branch locations have access to free computer/technology training through either workshops or one-on-one sessions.

The New Dundee branch offers a Storytime program for parents/caregivers and their children ages 1 to 5 years. The Baden and New Hamburg branches offer a variety of programs for all ages. Programs for the youngest readers include Baby and Me (0-11 months), Wonderful Ones (1 year), Toddler Tales (2 years), and Storytime (3-5 years). In the last year, the New Hamburg Branch has introduced Able Bodies Can, a special yoga program for children aged 3 to 6 years.
Region of Waterloo Libraries- Baden, New Dundee, and New Hamburg Branches (cont.)

Library Programs, Attendance, and Usage

- There was an increase in the usage of free public internet and the Early Literacy Station between 2012 and 2013.
- Program attendance and the number of programs decreased in 2012 and 2013.

Number of Loans/Downloads

- There was a 3,596 reduction in the number of loans between 2012 and 2013.
- There was a 3,124 increase in the number of downloaded books or audiobooks between 2012 and 2013.

Source: Region of Waterloo, Personal Communication, 2014
Wilmot Family Resource Centre Youth Programs

Wilmot Family Resource Centre Inc. (WFRC) is a non profit charitable organization founded in 1980. Their mission is to provide excellent programs to improve the quality of life of the people of Wilmot and the Township of Wellesley.

The Wilmot Family Resource Centre offers youth programs for youth aged 6 to 12 years of age. There are a number of programs offered across the township and activities range from skateboarding, scootering, floor hockey, a tuck shop, Xbox, movie nights, badminton, card/board games, soccer, air hockey and much more. The cost to participate ranges from no cost to $2.

Youth Program Visits

- There was a 48% increase in youth program visits from 2012 to 2013.
- In 2013 WFRC partnered with the Township which enabled them to offer more programs.

Serving Woolwich

The Township of Woolwich currently operates direct programs out of the Woolwich Memorial Centre (WMC) and the Breslau Community Centre. The Woolwich Memorial Centre has two ice pads, a two tank pool enclosure, a fitness centre, a community room and a number of meeting rooms. The WMC opened its doors to the public in August 2009 and went to a computerized Registration / Booking system in 2010 – there are no computerized records for registration previous to 2010.

The Breslau Community Centre also opened in 2009 and was run directly by the Breslau Recreation Association until 2011 when operations were turned over to the Township. No computerized records for registered programs exist prior to 2011. The Township of Woolwich had been programming the Breslau Community Centre with a part time staff complement from 2011 until August 2014 when a full time staff person was hired. There will be a focus on programming the outlying communities including Breslau, Maryhill, Conestogo and Heidelberg starting in fall 2014.
Township of Woolwich Parks and Recreation – Municipal Performance Measure Program

Municipally-run programs serve the recreational needs of many residents in Woolwich.

**Participation Hours for Recreation Programs per 1,000 persons**

- Total participation hours per 1,000 persons was 12,322 in 2013.
- With the opening of the Woolwich Memorial Centre and the Breslau Community Centre/Gymnasium programming was expanded, staff discovered that hours were being reported incorrectly prior to 2012.

**Hectares of Open Space per 1,000 persons (municipally owned)**

- Hectares of open space includes community gardens, flower gardens, horticultural areas, natural areas, parks and parkettes, playgrounds, public squares, sports fields and trails. Open space is an important resource that contributes to the quality of life of residents.
- The open space in the Township of Woolwich declined by 1.01 from 2009 to 2013. The decline is a result of an increase in population.

Source: Financial Information Return: Woolwich Township 2009-2013
*data not available for 2012*
Township of Woolwich Parks and Recreation – Municipal Performance Measure Program (cont.)

Total Km of Trails per 1000/persons

- Total kilometers of trails in Woolwich Township remained the same between 2012 and 2013.
- There was a 2.12 km decline in the total kilometers of trail per 1000 persons in Woolwich between 2009 and 2013. This decline is a result of an increase in population.


Township of Woolwich Recreation Centres

Registered and Drop-in programs include aquatics, recreation and leisure programs.

Adult Registered Programs and Participants

- The spike in 2012 is due to the addition of the Breslau Community Centre/Gymnasium.
- The decline in 2013 can be attributed to a temporary decline in full time program staffing.
- Levels are expected to rebound in 2014.

*2010 numbers include registered fitness classes before incorporated into WMC Membership

Source: Township of Woolwich, Personal Communication, 2014
Youth Registered Programs and Participants

- There has been an average of 25 youth programs offered in the past 4 years.
- Participation in these programs is in high demand.
- In 2012, the increase in programs can be attributed to additional Playground Program sites. Unfortunately, these new sites had low participation numbers.

Township of Woolwich Recreation Centres (cont.)

Program Subsidies

The Township of Woolwich approved an access policy, “Accessing the Recreation Experience”, for adult residents in the fall of 2013. Prior to that there was no subsidy available for adult participants. Currently, adults are able to apply for the equivalent of 1 recreational experience weekly through 10 visit fitness or aquatics passes to a maximum of 5 passes annually. Spaces in adult registered programs are also made available once minimum cost recovery is met.

2013 Adult Subsidies (November and December only)

<table>
<thead>
<tr>
<th># of Passes Allocated</th>
<th>Dollar Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 visit aquatics pass</td>
<td>$140.88</td>
</tr>
<tr>
<td>10 visit fitness pass</td>
<td>$560</td>
</tr>
</tbody>
</table>

Youth Subsidies

All youth program subsidies are currently administered through Woolwich Community Services, accessing funds through either the Canadian Tire JumpStart program or the Woolwich Township Family Outreach program.
Region of Waterloo Libraries- Bloomingdale, Elmira, and St. Jacobs Branches

There are three branches located in Woolwich Township: Bloomingdale, Elmira and St. Jacobs. All three branches provide free internet access either through public computer stations or WiFi. Each location has a dedicated Early Literacy station for children.

The Elmira branch’s collection includes local history materials, Adult Literacy Kits, CNIB DAISY Books as well as other unique collections like Pedometer Kits. All locations have access to free computer/technology training through either workshops or one-on-one sessions. The library also participates in the Breslau Learn & Play Program at the Breslau Community Centre.

Both the Bloomingdale and St. Jacobs branches offer Storytime programs for parents/caregivers and their children ages 1 to 5 years. The Elmira branch offers a variety of programs for all ages. Programs for the youngest readers include Baby and Me (0-11 months), Toddler Tales (1-2 years) and Storytime (3-5 years). In the last year, the branch introduced a Bedtime Stories program for families. There is also a popular Read to a Dog program hosted each season for children ages 6 - 8 years.

Adults can enjoy popular monthly Movie Tuesdays at the Elmira branch.

Library Programs, Attendance, and Usage

- There was a decline in the usage of the Early Literacy Station and the free public internet between 2012 and 2013.

- There was a slight decline in both program attendance and the number of programs between 2012 and 2013.

Source: Region of Waterloo, Personal Communication, 2014
Region of Waterloo Libraries – Bloomingdale, Elmira, and St. Jacobs Branches (cont.)

Number of Loans/Downloads

- The total number of loans increased by 2,754 between 2012 and 2013.
- The number of downloaded books increased by 2,127 between 2012 and 2013.
- This was an increase of almost 500% from 2009 to 2013.

Woolwich Community Service—Youth Centre

Youth from grade 6 to age 19 are welcome at the Youth Centre, located at the Woolwich Memorial Centre. This recreation and leisure program includes pool, table games, computers, foosball, movies, music, and special events. Qualified staff are present to plan events and ensure a safe and fun environment. There is an annual $30 membership fee for the Youth Centre.

Number of Visits

- The number of visits to the Youth Centre remained fairly constant between 2012 and 2013.
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- City of Cambridge
- Chaplin Family YMCA
- Cambridge Neighbourhood Organizations
- Cambridge Libraries and Galleries
- Region of Waterloo Library
- Cambridge Centre for the Arts
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Township of North Dumfries
- Township of Wellesley
- Township of Wilmot
- Township of Woolwich
- Wilmot Family resource Centre
- Woolwich Community Service

For more information on the data provided by these organizations, please contact them directly.

References


We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

Complete List of Community Trends

Documents from SPCCND

Community Social Profile – Cambridge and North Dumfries
Community Social Profile - Wellesley, Wilmot and Woolwich

Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

For more information about this paper or related research, please contact:

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55 Dickson Street, Unit 14
Cambridge ON
N1R 7A5
Phone (519)623-1713
admin@spccnd.org
www.spccnd.org
Community Trends for 2013 in Cambridge, North Dumfries, Wellesley, Wilmot, and Woolwich

Community Assets and Participation

In 2013 Cambridge had 249 registered charities. The only township with registered charities is Wellesley, with 17 charities. These organizations are dependent on the support of donors, funders, and volunteers to carry out their day-to-day activities and programs. Many charities and non-profit organizations depend on funding from grant-making organizations, government funding sources, United Ways, and individual donations. The non-profit sector also carries out income-earning activities and includes social enterprise as another source of revenue to fulfill its social mission.

This factsheet will examine trends in charitable giving and volunteerism, highlighting key community support organizations that provide vital resources to the communities of Cambridge, North Dumfries, Wellesley, Wilmot, and Woolwich.

Highlights

- The Cambridge and North Dumfries Community Foundation assets for grants were at an all time high in 2013, reaching just over $7 million.
- The United Way of Cambridge and North Dumfries’ net campaign revenue in 2013 (based on 15 months) was $2,689,727.
- Information Cambridge and North Dumfries’ database hits reached over 190,000 in 2013. This was a 26% increase from 2012.
- The Kitchener and Waterloo Community Foundation assets for grants reached over $65 million in 2013.
- The value of grants awarded by the Kitchener and Waterloo Community Foundation in 2013 was $2,276,764, an increase of $426,150 from the previous year.
- The United Way Kitchener, Waterloo & Area raised over $4.6 million in the 2013 campaign.
- Volunteers at Community Care Concepts of Wellesley, Wilmot and Woolwich put in 8,846 hours in 2013. Volunteers are vital for the operations of the organization.
- The Wilmot Family Resource Centre saw 8,846 volunteer hours in 2013.
- Woolwich Community Services Information Centre had an all time high of 5,265 inquiries in 2013. 64% of inquiries were walk-in while the remainder were by phone.
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The value of grants awarded in 2013 was $154,871, an increase of $20,021 from the previous year. The amount available for granting from year to year depends on the performance of the financial market in the previous year.

A total of 135 grants were awarded in 2013, distributed to 75 different charitable organizations or municipalities. The increase in value of the funds in 2013 enabled the foundation to provide 24 more grants and reach out to 9 more charitable organizations.

The Foundation’s assets at the end of 2013 totalled $7,215,811.

This is an increase of 80% or $3,208,555 from 2009.

Source: Cambridge and North Dumfries Community Foundation, Personal Communication, 2014
United Way of Cambridge and North Dumfries

United Way of Cambridge and North Dumfries, a registered charitable organization, has been a part of Cambridge and North Dumfries since 1940. The organization works in partnership with donors, volunteers, and community agencies giving hope and building the abilities of individuals, families, neighbourhoods, and the community, while also targeting the underlying causes of community issues.

United Way of Cambridge and North Dumfries improves lives and builds community so that children and youth are All that Kids Can Be; people move From Poverty to Possibility; and Cambridge and North Dumfries are Strong Communities, and people are connected to what matters through the United Way Volunteer Centre. United Way Cambridge and North Dumfries supported programs and services meet immediate needs, such as food, clothing and shelter for people, and also help with long-term needs through supports like life skills development and counselling.

Net Campaign Revenue

- The total raised for the 2013 campaign was $2,689,727.
- Net campaign revenue includes community donations raised through the annual campaign, dollars raised in other communities, and other revenue sources.

Per Capita Donations

- In 2013, there was an average donation of $18.82 per capita in Cambridge and North Dumfries.
- The United Way is seeing a decline in the per capita donation, but they are seeing a trend with more funds coming from fewer donors.


*United Way has changed to a fiscal calendar in 2013 and as a result the 2013 amount is based on a 15 month year.
United Way of Cambridge and North Dumfries (cont.)

Resources under management at United Way contributed to 2013 investments and service levels as follows:

- **All That Kids Can Be:** $560,184 invested in 16 programs, with 10 Partner Agencies, helping 2,857 Kids Belong, and 2,645 children and youth Build Social and Emotional Skills.
- **From Poverty to Possibility:** $378,882 invested in 7 programs, with 4 Partner Agencies, helping 15,886 people Meet Basic Needs, and 120 people Build Employment Skills.
- **Strong Communities:** $558,190 invested in 17 programs, with 11 Partner Agencies, helping 5,954 people Strengthen Families, and 19,052 residents Build Strong Neighbourhoods.
- **Volunteer Centre:** $347,032 invested to work with 66 organizations to Empower Volunteers and Volunteerism, and 8 partners to train 338 staff from 161 organizations, Fueling Non-Profits.

- In 2013, United Way and its Partners touched 51,863 lives.
- This 12-month investment snapshot represents a total drawn from grants, investments, and campaign revenues. An additional $422,000 in donor designation goes to other Canadian charities.

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**United Way Volunteer Centre – Cambridge**

The United Way Volunteer Centre is a service provided by the United Way of Cambridge and North Dumfries. This service aims to promote volunteerism and the capacity of the local voluntary sector.

Through the Volunteer Centre, United Way is a first point of contact for community members seeking to volunteer at non-profit organizations in Cambridge and North Dumfries. It is also a resource for non-profits seeking effective and affordable training, and a channel through which the value of volunteerism and the voluntary sector is promoted, mainly via special events, presentations, the media and promotional materials.

The Volunteer Centre assists non-profit organizations recruit, refer and recognize volunteers, and serves as a liaison between individual, youth and corporate community members seeking to volunteer and the organizations that need them (volunteers).

The Volunteer Centre facilitates CNDAVA (Cambridge and North Dumfries Association of Volunteer Administrators), a volunteer manager networking group.

- Through CNDAVA, 32 non-profit staff members share trends, volunteer recruitment, management, and evaluation ideas and practices.

The United Way is also a member of the Waterloo-Wellington Learning Alliance, a training partnership with the Volunteer Centre of Guelph/Wellington and the Volunteer Action Centre of Kitchener-Waterloo and Area. Together they offer training and consultation services in the areas of board governance, volunteer management, and organizational capacity.

**Service Highlights in 2013**

- Overall, 5,188 people were directly connected to volunteer opportunities and services that contribute to a healthy and vibrant community.
- 46,759 hits were made to the Online Volunteer Database.
- 336 people were directly connected to local volunteer positions.
- 220 local youth volunteered nearly 900 hours during the April and May Ontario Youth Volunteer Challenge.
- 815 local volunteers were recognized for their contribution to the community.
- 94 employees from 12 local companies participated in 10 Seeing is Believing Tours / Corporate Volunteer Days of Caring.

Information Cambridge and North Dumfries – Information and Referral Services

Information Cambridge and North Dumfries, a program of the Social Planning Council of Cambridge and North Dumfries (SPCCND), provides information and referral services at no cost to the general public. It serves as an accessible and confidential link between people and questions or problems and the services designed to meet their needs. Information Cambridge and North Dumfries offers a human services database, specialized directories, and an information line for telephone inquiries. Records are listed under several different categories and include information on a wide variety of community agencies and organizations.

Number of Database Hits

- The database is currently home to 791 public records of community groups and agencies.
- The number of database hits for 2013 was 190,311.
- The database usage increased by 26% from 2012 to 2013.
- The database usage has increased by 208% since 2008.

Number of Records

<table>
<thead>
<tr>
<th>Year</th>
<th>New Records</th>
<th>Total Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>28</td>
<td>465</td>
</tr>
<tr>
<td>2010</td>
<td>11</td>
<td>476</td>
</tr>
<tr>
<td>2011</td>
<td>138</td>
<td>614</td>
</tr>
<tr>
<td>2012</td>
<td>28</td>
<td>642</td>
</tr>
<tr>
<td>2013</td>
<td>174</td>
<td>791</td>
</tr>
</tbody>
</table>

- Each year since 2009, new records have been added to the community services database.
- Since 2009, a total of 379 new records have been added.


Note: Records are the name of the human service organization and the basic information related to that organization.
Serving Kitchener, Waterloo, Wellesley, Wilmot, Woolwich

Kitchener and Waterloo Community Foundation

The Kitchener and Waterloo Community Foundation improves the quality of life in Kitchener-Waterloo and area, now and for generations to come, by building community endowment, addressing needs through grant making and providing leadership on key community issues.

There are two primary grant intake streams: spring and fall. The spring intake is for the discretionary granting program, the Community Fund. The Community Fund is a project oriented, single year, granting stream supporting projects from $10,000 to $60,000. Decisions for Community Fund grants are made by a Grants Committee comprised of volunteer community representatives and decisions are guided by Waterloo Region’s Vital Signs. The fall intake receives applications for the Donor Advised and Field of Interest Endowments. After a technical, committee and financial review the applications are sent directly to the donors who decide which ones they would like to support.

Value of Assets

- The foundation’s assets at the end of 2013 totalled $65,186,171.
- This is an increase of 39% or $18,207,426 from 2009.

Value of Grants

- The value of grants awarded in 2013 was $2,276,764, an increase of $426,150 from the previous year.
- A total of 345 grants were awarded in 2013.
Community Trends – Community Assets & Participation

Kitchener and Waterloo Community Foundation (cont.)

The Kitchener and Waterloo Community Foundation is a leader in the community and plays a key role in addressing community needs and brings people together to address key community issues through the following leadership programs:

**Waterloo Region’s Vital Signs** is an annual community checkup through which the Kitchener and Waterloo Community Foundation measures the vitality of the region and identifies significant trends across 11 key areas critical to Waterloo Region's quality of life.

**The Centre for Community Knowledge** was developed in response to the “now what?” questions that arose from the Waterloo Region’s Vital Signs reports. Inspired by the work of the Toronto Community Foundation, the Kitchener and Waterloo Community Foundation (the KWCF) developed its own interactive philanthropic tool designed to share the region’s stories with the local community.

By developing the Centre for Community Knowledge, local non-profits are able to connect with philanthropists who want to make a difference in their community. It allows local organizations to showcase current projects designed to address issues identified in the *Waterloo Region’s Vital Signs®* report.

**ENGAGE!KW** is an annual philanthropic leadership program designed to introduce and encourage aspiring community leaders to get involved with Waterloo Region’s non-profit and charitable organizations. As a community foundation, the KWCF has the unique opportunity to encourage change for the betterment of our community and a higher-level, more strategic focus on the issues facing the region. They support this community by building, investing and leading. They believe that by building capacity in emerging leaders, they are contributing to collective success. They believe that by investing in unique learning and hands on opportunities they can inspire. They believe that by supporting people as leaders, they will ensure the community will become the place it has the potential to be.

**Random Act of Kindness Day®** Since 2008, Random Act of Kindness Day® has brought Kitchener-Waterloo and other Canadian communities together by engaging citizens in small acts of kindness and generosity. The message is simple; do something nice for someone and ask nothing in return other than that they do something nice for someone else. Part of the beauty of the initiative is that it does not have to cost a cent. Holding a door open, words of thanks and encouragement, telling someone they’ve done a good job – these are the kinds of acts that citizens ‘pay forward’ on this special day. #rakday
United Way Kitchener, Waterloo & Area

United Way Kitchener Waterloo & Area (United Way KW) contributes to community impact by identifying the root causes of key local issues, developing strategies to address them, bringing together the funding and resources needed to get the job done, and then measuring the results. United Way KW serves Kitchener, Waterloo and the townships of Wellesley, Wilmot and Woolwich.

United Way KW takes on a range of roles that contribute to lasting community change. This work includes multi-year investments and one year grants, as well as new and different work such as the Strong Neighbourhoods Strategy and 211.

Funds Raised

- The decrease in funds raised can be attributed to a number of factors including the loss of some key workplace accounts due to closures since 2008; downsizing or relocation of other workplace accounts; significant competition for fundraising dollars from local, national and international charities; and an increasing number of individuals, families, and corporations setting up their own foundations rather than donating to charity.

Per Capita Donations

- In 2013, in Kitchener Waterloo and area there was an average donation of $11.40 per capita.

- There is a current philanthropic trend across North America of fewer people giving larger donations. This is true at the United Way of Kitchener, Waterloo and Area. Unfortunately, the increase those donors have made is not enough to offset the loss of revenue from others where companies have closed or people have relocated.
United Way Kitchener, Waterloo & Area (cont.)

Funds are distributed to the community through multi-year investments overseen by United Way KW staff; with the support of over 40 volunteers (Community Investment Team and financial reviewers).

In 2013, there were 79 supported programs through United Way KW’s Multi-Year Investments. Investments are assessed with two criteria in mind: program alignment with United Way KW’s Focus Areas and Collective Outcomes, and demonstrated program impact. Supported programs are required to align with one of three Focus Areas – All That Kids Can Be; Healthy People, Strong Communities or From Poverty to Possibility – and one associated Collective Outcome.

One year grants are assessed along similar lines – alignment with specific grant criteria and program impact. The Forever Fund consists of two investment streams: innovative initiatives for seniors at risk and mental health supports for children and families. The Newcomer Partnership Grants are administered in partnership with the Kitchener Waterloo Community Foundation for the purpose of supporting small grassroots groups from within local cultural communities that address capacity building, foster inclusion and facilitate integration into the broader community.

In 2013 more than half of the multi-year program investments provided services to all three area townships - Wellesley, Wilmot and Woolwich. 95% of these multi-year investments provide services to one or more of the townships.

### Serving Wellesley, Wilmot, and Woolwich Townships

**Community Care Concepts of Woolwich, Wellesley and Wilmot**

Community Care Concepts provides high quality support services throughout the Townships of Woolwich, Wellesley and Wilmot. This enables seniors and special needs clients to remain as independent as possible in their own homes. Community Care Concepts is a non-profit volunteer based organization.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based approach they are able to effectively meet the increasing demands of a large geographic area and smaller population base.

#### Volunteer Hours

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>8,726</td>
</tr>
<tr>
<td>2010-11</td>
<td>9,111</td>
</tr>
<tr>
<td>2011-12</td>
<td>9,000</td>
</tr>
<tr>
<td>2012-13</td>
<td>9,000</td>
</tr>
<tr>
<td>2013-14</td>
<td>8,846</td>
</tr>
</tbody>
</table>

- The importance of volunteers is critical to operation of Community Care Concepts.

Source: Community Care Concepts of Woolwich, Wellesley and Wilmot
Volunteer Hours

- Volunteer hours have remained fairly consistent from 2009 to 2012.
- In 2013 there was a 30% increase in volunteer hours.
- A key priority in the WFRC Strategic Plan was to increase the recognition of the role of volunteers in the agency. As a result a focused effort was established to capture the work of the volunteers.

Serving Woolwich

Woolwich Community Services

Woolwich Community Services strives to connect people with the programs and services that suit individual needs. Serving Woolwich Township and the northern part of Wellesley Township, they are the place to go for information, support or assistance.

Woolwich Community Services has a number of volunteer positions for individuals interested in helping out in the community. Volunteer opportunities are available with office reception, Care-Ring Drivers, Food Hampers, Thrift Shop, Board of Directors, Family Violence Prevention, St. Jacobs Family Support Centre, Youth Centre, Christmas Goodwill and Special Event Fundraising.

Volunteers and Volunteer Hours

- In 2013-2014, 309 volunteers worked an average of 25 hours each.

Source: Woolwich Community Services, Personal Communication, 2014
Woolwich Community Services Information Centre

The Woolwich Community Services Information Centre has staff and trained volunteers who can answer almost any question the general public may have. Information ranges from all levels of government, health and social services to local activities and events in the community.

Additionally there are application forms for Birth Certificates, Social Insurance Numbers, Ontario Health Insurance, Canada Pensions and Old Age Security, Unemployment Insurance, Passports, and Non Profit Housing. Staff are available to assist with the completion of forms both online or by paper copy.

<table>
<thead>
<tr>
<th>Inquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Inquiries</strong></td>
</tr>
<tr>
<td><strong>Total Inquiries</strong></td>
</tr>
<tr>
<td><strong>Phone Inquiries</strong></td>
</tr>
<tr>
<td><strong>Walk-in Inquiries</strong></td>
</tr>
<tr>
<td><strong>2009-10</strong></td>
</tr>
<tr>
<td><strong>2010-11</strong></td>
</tr>
<tr>
<td><strong>2011-12</strong></td>
</tr>
<tr>
<td><strong>2012-13</strong></td>
</tr>
<tr>
<td><strong>2013-14</strong></td>
</tr>
</tbody>
</table>

Source: Woolwich Community Services, Personal Communication, 2014

- On average there has been an average of 5,006 inquiries per year.
- The number of phone inquiries in 2013-14 has increased by 17% from 2009-10.
- The number of walk-in inquiries in 2013-14 has decreased by 9% from 2009-10.
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Cambridge and North Dumfries Community Foundation
- United Way of Cambridge and North Dumfries
- Information Cambridge and North Dumfries
- United Way Kitchener, Waterloo & Area
- Kitchener and Waterloo Community Foundation
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Wilmot Family Resource Centre
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.

References


We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.
Community Safety

Community safety plays a vital role in the wellbeing of a family and a community. Community safety influences the decision for families to move into a neighbourhood, retain existing residents in a community and decreases stress which influences other factors (e.g. mental and physical health).

Crime is detrimental to a community’s wellbeing and has high financial and human costs. Crime rates can be reflective of multiple adverse economic, social and family conditions (e.g. poverty, lack of housing, lack of social supports, family strain, and poor health).

Crime can be reduced and safety increased through innovative approaches such as early intervention, community development, mentorship programs, and increased access to recreational opportunities.

This factsheet will examine trends in community crime rates, crisis service utilization, and child protection referrals.

**Highlights**

- The crime rate in Waterloo Region has decreased for the past five consecutive years, to 4,107 (non-traffic) criminal code incidents per 100,000 people in 2013.

- The majority of crime committed in Waterloo Region between 2012 and 2013 are crimes against property. Crime against property increased 33.4% between 2012 and 2013.

- Since 2009, there has been a 45% increase in the number of investigations and consultations by the Elder Abuse Response Team.

- Women’s Crisis Services Waterloo Region had a slight decrease in crisis calls in 2013-14. The decrease in crisis calls can be attributed to the fact that women are not making repeat calls, but more often call when they are ready to access shelter. There are also more women accessing information online instead of calling.

  ⇒ The total number of days women in crisis spent in shelter decreased 4% from 25,775 in 2012-13 to 24,775 in 2013-14.

- Family and Children’s Services of Waterloo Region’s protection referrals have decreased by 12% in 2013-14 from the previous year. This decline is consistent with an economy which has stabilized in this community.
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In 2013, there were a total of 39,477 criminal offenses in Waterloo Region.

The majority of all crimes committed in Waterloo Region are crimes against property.

Crime against property increased 33% between 2012 and 2013.

Waterloo Region Police Service (WRPS)

Waterloo Regional Police Service (WRPS) ascribes to traditional law enforcement practices and incorporates innovative strategies to improve the safety of the community. WRPS emphasizes crime prevention and offers tips on how community members can do their part to be safe while driving, using the internet, and using personal identification information. Public education and street-proofing programs further inform the community of the risks of drugs and firearms. WRPS has also formed relationships with community partners on a variety of topics.

Crime Rate (Non-Traffic Criminal Code Incidents) — Kitchener-Waterloo-Cambridge CMA

- The crime rate in Waterloo Region has decreased for the past five consecutive years, to 4,107 (non-traffic) criminal code incidents per 100,000 people in 2013.

Criminal Offences By Type — Waterloo Region

- In 2013, there were a total of 39,477 criminal offenses in Waterloo Region.
- The majority of all crimes committed in Waterloo Region are crimes against property.
- Crime against property increased 33% between 2012 and 2013.
Elder Abuse Response Team

The Elder Abuse Response Team (EART) is a collaborative partnership between Waterloo Regional Police Service and the Community Care Access Centre of Waterloo Region. Core funding is provided by each agency. EART's mission is to prevent and respond to elder abuse by working in partnership with the community and by providing an opportunity for change and healing to people affected by elder abuse, thereby enhancing the safety and well-being of older adults. EART's mandate includes providing information and consultations, direct intervention, education and training and community development.

Investigations and Consultations

- There were 142 investigations and 69 consultations in 2013, for a total of 211.
- Since 2009, investigations and consults have increased by 45%.
- Investigations and consultations continue to remain high due to increased awareness in the community and increased reporting from long-term care homes after receiving education regarding reporting requirements.

Women's Crisis Services of Waterloo Region

Women's Crisis Services of Waterloo Region offers a number of supports for women leaving abusive situations and their children, including a crisis line.

Crisis Calls

- There was a slight decrease in crisis call from 1,339 in 2013-14 to 1,376 in 2012-13.
- The decrease in crisis calls from 2010-11 can be attributed to the fact that women are not making repeat calls, but more often call when they are ready to access shelter. More women are able to access information online.
- From 2008-09 to 2013-14 there has been an average of 1,787 crisis calls per year.
Women’s Crisis Services of Waterloo Region (cont.)

Women and Children Served

- There was a 3% decrease in women and children served from 2012-13 to 2013-14.
- Since 2009-10, there has been an average of 455 women and children served at the shelter per year.

Shelter Days

- The total number of shelter days decreased by 4% in 2013-14 from the previous year.
- The average number of shelter days since 2009-10 is 22,281 per year.

*There was a total of 403 women and children served in 2010-11 however, data is not available on how many women and children were served separately.


Source: Women’s Crisis Services of Waterloo Region, Personal Communication, 2014
Family and Children’s Services of Waterloo Region

Family and Children's Services of Waterloo Region (FACS) is Waterloo Region's child welfare organization. It operates from numerous locations throughout the region, providing services to help children and improve family life.

Protection Referrals – Waterloo Region and Cambridge

- Protection referrals in Waterloo Region have decreased by 12% in 2013-14 from the previous year and have reduced 14% in Cambridge.
- This decline is consistent with an economy which has stabilized in this community.

Source: Family and Children Services of Waterloo Region, Personal Communication, 2014

- The fluctuation in referral calls from 2009-10 through 2013-14 can be linked to the changing economy. Often risk factors which contribute to family stress leading to involvement with Family and Children’s Services increases during times of economic downturn.

- From 2009 to 2012 there were a number of high profile child abuse and neglect cases including child deaths in this community which Family and Children’s Services believe contributed to the increase in referrals.

Protection Referrals - Four Townships

- Protection referrals decreased in North Dumfries and Wellesley from 2012-13 to 2013-14.
- In 2013-14 Woolwich Township saw a 36% increase in protection referrals after a four year low in 2012-13.
- In 2013-14 Wilmot Township saw a 67% increase in protection referrals after a four year low in 2012-13.

Source: Family and Children Services of Waterloo Region, Personal Communication, 2014
Family and Children’s Services of Waterloo Region (cont.)

Children in Care and Foster Homes — Waterloo Region

Foster homes are located throughout Waterloo Region within the urban centers and the surrounding areas. These families are all unique from one another; some are two parent families, others are not; some have children already in the home and others do not. However, they are all consistent in their desire to have a positive impact in the life of a child. Children placed in these foster homes can range in age from newborn to sixteen years. There can be as many as four foster children in a home and efforts are made to place siblings together in the same foster home. Families who apply to foster are required to attend a training program and are assessed using a program that is standardized throughout the province. Ongoing training and support is provided to these families and community resources are also accessed to assist these families.

Service Volume

- In 2013-14, the monthly average of children in foster care was 492 while the monthly average of foster homes available was 201.

- The number of foster homes has significantly dropped, however the number of children in care has remained fairly consistent.

- The drop in foster homes is having a significant impact on Family and Children’s Services’ ability to provide family based care for all children, which is an agency goal.

- Family and Children’s Services is looking at the recruitment, training and support processes to see what they can do to increase the number of foster care homes and increase their retention rates.

Source: Family and Children Services of Waterloo Region, Personal Communication, 2014
Wiilmot Family Resource Centre – Family Violence Prevention Program

Wiilmot Family Resource Centre Inc. is a non profit charitable organization founded in 1980. The mission is to provide programs of excellence to improve the quality of life of the people of Wiilmot and the town of Wellesley.

The Wilmot-Wellesley Family Violence Prevention Program offers local individual and group support for victims of family violence. This program assists with support groups, safety planning; crisis counselling and ongoing support; access to counselling; information, resources, and advocacy; referrals around financial concerns, employment, housing, shelter, food bank, counselling, legal and judicial process, and programs to support women and children. They also provide transportation assistance and accompaniment to court, lawyers appointments, police contact and legal proceedings. Services are free and confidential.

Clients Served

- In 2013 there was a change in Ministry reporting. The number now reflects unique and repeat clients.

Woolwich Community Services - Family Violence Prevention Program

The Family Violence Prevention Program offers individual and group support to those experiencing a controlling and/or abusive relationship. Those seeking assistance can receive on-going individual support. The support may include education, safety planning and options available to make informed decisions. Referrals to other community services including housing, financial and therapeutic counselling and legal support are made available.

Through their vast experience of supporting women, the program has developed four stages of women's groups which empower women to put their safety first, work towards healing and learn to choose healthy relationships.

They also provide information to schools and community groups in Woolwich Township and the north part of Wellesley Township. Three lessons are taught to each class in each school in an age-appropriate way on a yearly basis. Topics include conflict resolution, preventing harassment, emotions, healthy relationships, peer pressure, etc.
Woolwich Community Services - Family Violence Prevention Program (cont.)

Program Contacts

- The number of contacts for public education reduced between 2012-13 and 2013-14.
- The number of contacts for support remained fairly constant between 2012-13 and 2013-14.
- The number of women’s group contacts increased between 2012-13 and 2013-14.

Number of Participants

- On average there have been 114 participants in the Family Violence Prevention Program between 2009-10 and 2013-14.

Source: Woolwich Community Services, Personal Communication 2014
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Waterloo Region Police Services
- Elder Abuse Response Team
- Women’s Crisis Services of Waterloo Region
- Family and Children Services of Waterloo Region
- Wilmot Family Resource Centre
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.
We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

Complete List of Community Trends
Documents from SPCCND
Community Social Profile – Cambridge and North Dumfries Community Social Profile – Wellesley, Wilmot and Woolwich
Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

For more information about this paper or related research, please contact:
Social Planning Council of Cambridge and North Dumfries
55 Dickson Street, Unit 14
Cambridge ON
N1R 7A5
Phone (519)623-1713
admin@spccnd.org
www.spccnd.org
Community Supports

To foster a healthy community, individuals must be able to obtain adequate supports locally. In Waterloo Region there are numerous government and non profit organizations that provide support to individuals and families living in the community.

Ensuring that all members of our society can fully participate and contribute in a meaningful way promotes not only the social wellbeing of individuals, but also enhances the community.

This factsheet will highlight community organizations that promote social inclusion and provide data on the services they provide.

Highlights

- The number of parent and child visits at the Cambridge Ontario Early Years Centre has been declining since 2009-10. With the introduction of full time kindergarten the older age group of children has declined but the OEYC has implemented more baby or toddler programs.

- There was a 10% increase of licensed child care spaces from 2012 to 2013.

- Early Identification/Early Intervention (EIEI) is a Carizon service that provides prevention and intervention services for children in junior kindergarten through to grade three. The number of children supported through this service has grown 63% between 2011-12 and 2012-13.

- The number of referrals to KidsAbility has increased steadily since 2009-10 to a new high of 1,072 in 2013-14. There are approximately 900 individual children (average age of 3 years) waiting for services.

- Independent Living Centre Waterloo Region has provided 119,991 hours of service in outreach in 2013-14 and there is a waiting list for service. The number of consumers for outreach services has risen by 32% in 2013-14 from the previous year.

- Community Care Concepts has experienced a 65% increase in registered clients over the past 5 years.
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Community Outreach Program

The overarching goal of the Community Outreach Program is to strengthen the system of supports available to children and families experiencing low income. The Region of Waterloo provides funding to 14 community and social service organizations to employ family outreach workers in 32 neighbourhoods and communities of interest throughout Waterloo Region (26 sites and 6 satellite sites). The role of the family outreach worker is to engage families living in low income and provide assistance in navigating local support systems. The role of the sponsoring agency is to develop responsive programs and services in neighbourhoods and communities. Many of these partners participate on service and systems level planning tables to encourage policy changes that support poverty reduction in their communities. Regional staff administer the program and convene the partners to guide vision and strategy, support the alignment of activities, establish shared measurement practices and advance operational level policies and procedures.

Community Outreach - Cambridge

- The city of Cambridge has 9 community outreach sites and 2 satellite sites.

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<thead>
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<th>Year</th>
<th>Families</th>
<th>Adults</th>
<th>Children</th>
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<td>6,801</td>
<td>2,861</td>
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</table>

Source: Region of Waterloo, Personal Communication, 2014

Community Outreach - Kitchener, Waterloo

- The cities of Kitchener and Waterloo have 13 community outreach sites and 4 satellite sites.

<table>
<thead>
<tr>
<th>Year</th>
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<th>Adults</th>
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<tbody>
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<td>3,801</td>
<td>1,716</td>
<td>1,033</td>
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</table>

Source: Region of Waterloo, Personal Communication, 2014
Community Outreach Program (cont.)

Community Outreach - North Dumfries

- There is 1 community outreach site in North Dumfries.

Community Outreach - Wellesley

- There is 1 community outreach site in Wellesley.
Community Outreach Program (cont.)

Community Outreach - Wilmot

- There is 1 community outreach site in Wilmot.

Community Outreach - Woolwich

- There is 1 community outreach site in Woolwich.

- Neighbourhoods within municipalities are unique and vary in terms of the family outreach hours funded.

- The number of family outreach hours per site ranges from a high of 30 hours to as little as three hours for satellite sites.

- At this time, data for families living in unserviced neighbourhoods that are served through the program are not being captured. This means the data is potentially underreporting the actual number of children and families served.
Child Care Spaces in Waterloo Region

In Ontario, anyone who cares for six or more unrelated children under the age of 12 must be licensed by the Ministry of Education. This includes home-based child care and centre-based child care. Licensed child care programs must meet and maintain specific provincial standards set out in the Day Nurseries Act. These standards provide for the health, safety and developmental needs of the children.

Licenced Child Care Spaces (0-12 years) – Cambridge, Kitchener and Waterloo

- In 2013, the total number of Licensed Early Learning and Child Care Spaces in Waterloo Region was 9,381 (7,982 centre-based spaces and 1,399 home-based).
- There was a 10% increase of licensed child care spaces from the previous year.

Licensed Child Care Spaces (0-12 years) – Wellesley, Wilmot and Woolwich Townships

- The increase in licensed child care spaces in Wilmot Township is the result of Youth Development Program spaces added to two centres in Baden.

Source: Region of Waterloo, Personal Communication, 2014
Community Trends – Community Supports

Number of Individuals Supported
The Community Action Program for Children (CAPC) is a federal initiative of the Public Health Agency of Canada (PHAC). The program provides funding to community-based groups and coalitions to develop and deliver comprehensive, culturally-appropriate prevention and early intervention initiatives to promote the health and social development of young children (0-6) and their families facing conditions of risk.

CAPC of Waterloo Region is a community-based partnership of parents, volunteers and service providers who believe:
- children are an important priority, and
- raising healthy children is a shared responsibility of the community

CAPC works with volunteers, community groups and agencies to provide programs and services for children from birth to age 6 and their families. Through CAPC programs children learn, play and have fun with other children in a supportive environment. Parents and caregivers form friendships, share resources and develop skills. Families learn about and connect with resources in their communities.

- Family Education, Support, and Resources
- Community Development
- Nutrition
- Healthy Child Development

Busy Babies
A weekly, year-round parenting support and education program that also links parents to other resources. This program is offered at Trinity Church in downtown Kitchener and Knox Church in Waterloo. Children attend groups supervised by an Early Childhood Educator, while parents share in informal discussions, resources and a healthy snack.

Floradale Ladies Group
This is a gathering of Low German Speaking, Old Colony Mennonite women who meet and share a community kitchen experience, social activities and discussion of common topics. The children meet in age appropriate groups for school readiness programs.

Parents and Preschoolers
This program is designed to improve the school readiness of children about to enter kindergarten. Parents share common activities and receive instruction on how to enhance their child’s learning experience. These programs are offered in several local neighbourhoods, many, where the residents may not have English as their first language.

Linwood Ladies Group
This is a gathering of Low German Speaking, Old Colony Mennonite women who meet for sewing activities, parenting discussion and social purposes while their children (0 – 6) play, socialize and participate in age-appropriate and school readiness activities.

Programs are offered in Kitchener, Waterloo, Wellesley (Linwood) and Woolwich (Floradale) in the following places:
- Community centres or organizations
- Community housing
- Participants’ homes
- Places of worship
- Schools (e.g., elementary, secondary, college, university)
Community Action Program for Children (cont.)

2013 CAPC Client Demographics

- In 2013, CAPC supported more than 735 individuals who fell into the charted categories. Individuals can fall into more than one category.
- The majority of people served come from low income households, followed by single-parent households.

Canada Prenatal Nutrition Program (CPNP) – Growing Healthy Two-Gether

The Canada Prenatal Nutrition Program (CPNP) provides long-term funding to community groups to develop or enhance programs for vulnerable pregnant women.

The CPNP aims to improve the health of mothers and infants, reduce the incidence of unhealthy birth weights, and promote and support breastfeeding by building partnerships and strengthening community supports for pregnant women.

CPNP helps support the needs of pregnant women facing challenges that put their health and the health of their infants at risk. These challenges include poverty, teen pregnancy, social and geographic isolation, substance use and family violence. CPNP also increases the availability of culturally sensitive prenatal support for Aboriginal women and recent immigrants.

2013 CPNP Client Demographics

- In 2013 the CPNP supported more than 360 individuals who fell into the charted categories.
- The majority of the people served come from low income households, followed by people who were recent immigrants or refugees.
Early Identification Early Intervention Program

Early Identification/Early Intervention (EIEI) is a Carizon service funded by the Ministry of Children and Youth Services. EIEI provides prevention and intervention services for children in junior kindergarten through to grade three. The focus of the program is building resilience, positive relationships with peers and adults, and implementing a consistent language, strategies and abilities required for academic success and lifetime well-being, within the context of the family, the school, and the community. Children participate in resiliency based groups, based on Devereux Student Strengths Assessment Tool. The goal of the program is to promote the development of good social skills which are critical to successful functioning in life. These skills enable people to know what to say, how to make good choices, and how to behave in diverse situations. The extent to which children and adolescents possess good social skills can influence their academic performance, behaviour, social and family relationships, and involvement in extracurricular activities. Social skills are also linked to the quality of the school environment and school safety.

Early Identification / Early Intervention services

- There are three stages in the EIEI program:
  - Universal class-wide approach to create a foundation
  - Selected services offered in small groups
  - Service coordination to help families make connections in the community to meet their mental health concerns.

- The number of children supported has grown 63% between 2011-12 and 2012-13.

- The main reason for referral to the resiliency based groups is poor social skills followed by poor emotional regulation.

- These targeted groups support social emotional well-being and foster resilience.

Reasons for Referral to Resiliency Groups 2012-13

Source: Carizon Family and Community Services, Personal Communications, 2014
Independent Living Centre Waterloo Region (ILCWR)

Independent living is a philosophy that encourages people with disabilities to lead the most productive and fulfilling lives possible. ILCWR works to ensure that persons with disabilities have access to necessary resources through a variety of programs. Resources for disability issues and services are available by calling their centre or visiting their website.

### Consumers

- The number of consumers for outreach services has risen by 32% in 2013-14 from the previous year.
- ILCWR has provided 119,991 hours of service in outreach in 2013-14 and there is a waiting list for service.

![Graph showing number of consumers]

Source: Independent Living Centre, Personal Communication, 2014

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YMCA Immigrant Settlement Services

As one of the primary settlement agencies within Waterloo Region, the YMCA Immigrant Settlement Services acts as a ‘first stop’ for newcomers, supporting their continual process of settlement through a comprehensive client centred approach.

### Clients Served

- The number of clients served by Immigrant Settlement Services fluctuates each year depending on funding shifts and resources available.

![Graph showing number of clients served]

Source: Chaplin Family YMCA Immigrant Services, Personal Communication, 2014
Community Trends – Community Supports

Serving Cambridge and North Dumfries

Family Counselling Centre of Cambridge & North Dumfries - For the family, for the future

The vision of FCCCND is to help create a society where there is equality, respect, understanding and a sense of belonging. Their mission is to provide counselling and outreach services in a safe, caring and respectful environment. They aim to create and sustain a positive community atmosphere where healthy families and individuals can thrive. In 2013, the Cambridge office provided the following services:

Family Violence Program served:
- 56 children
- 418 individuals who received one-on-one counselling
- 174 individuals who participated in group counselling

Partner Assault Response Counselling served:
- 128 individuals

Individual-Couples-Family Counselling Served:
- 315 children & young people (up to the age of 25)
- 426 between the ages of 25-35; 612 between the ages of 36-50
- 597 aged 50+
- 6000+ hours of counselling

Family Counselling Centre of Cambridge and North Dumfries— Ayr Hub

The “Ayr Hub” has been serving Ayr since 1998. The Ayr Hub of services is an integral part of the lives of families in Ayr and North Dumfries. Services include: counselling services, senior services, employment assistance, community services and advocacy and referrals.

North Dumfries is a member of the Counselling Collaborative Program and provides counselling supports free of charge to recipients of Ontario Works and Ontario Disability Support Program. The Collaborative is funded in part by the Region of Waterloo.

People Served

- Service demands decreased slightly in 2013.

Source: Family Counselling Centre of Cambridge and North Dumfries, Personal Communication, 2014
Serving Cambridge

Cambridge Family Early Years Centre

The Cambridge Family Early Years Centre is one of more than 100 Ontario Early Years Centres funded by the Ontario government to take a leadership role in supporting families with children aged 0-6. Ontario Early Years Centres were created to be a place where parents and caregivers can: take part in a range of free programs and activities that inform, educate and support both children and parents/caregivers; get answers to questions; get information about programs and services that are available for young children in the community and talk to early years professionals, as well as other parents and caregivers in the community.

Parents and Children Served

- The number of children and parents served has remained fairly steady since 2009-10 with only minor fluctuations.

![Chart showing number of participants served from 2009-10 to 2013-14.]

Source: Cambridge Family Early Years Centre, Personal Communication, 2014

Parent and Child Visits

- In 2013-14, there were 15,353 parent visits and 21,564 child visits.
- The number of parent and child visits has been declining since 2009-10.
- With the increase of full time kindergarten the older age group of children has declined over the past year but the OEYC has implemented more baby and toddler programs.
- Funding has not increased for over 10 years and the OEYC has had to continually "streamline" to remain stable and adjust programs according to budget.

![Chart showing number of visits from 2009-10 to 2013-14.]

Source: Cambridge Family Early Years Centre, Personal Communication, 2014
KidsAbility, Cambridge Site

KidsAbility Centre for Child Development is a recognized leader in Waterloo Region, Guelph and Wellington County for empowering children and youth with a wide range of complex special needs.

Over 5,800 children and youth benefited from services and supports at KidsAbility in 2013 so that they can reach their full potential. This includes children who cannot walk or talk properly; premature and “at risk” babies; preschoolers who need support and therapy to be successful in school; and children with complex medical syndromes who require therapy and medical support in the following three broad categories of disability:

1) Developmental delays such as premature babies, Down syndrome, autism, coordination disorders and other rare medical syndromes;
2) Communication delays or disabilities; and
3) Physical disabilities such as cerebral palsy, spina bifida and muscular dystrophy.

KidsAbility Foundation inspires and engages community partners, individuals and groups to help make a difference in children’s lives. Through the annual Kids Can’t Wait campaign, donations raised help to bridge the ever widening gap between what the provincial government provides and what is actually needed to provide care to clients. Without this generous support, more children would be waiting even longer to receive the care that they deserve and so desperately need.

Clients Served

- Clients were previously reported by discipline but now are reported as unique numbers.
- The services accessed are: occupational therapy, speech therapy, social work and therapeutic recreation. Speech therapy is the most commonly accessed service.
- There are approximately 900 individual children (average age of 3 years) waiting for services at KidsAbility.

KidsAbility’s programs and services are funded through grants from the provincial Ministries of Children & Youth Services, and Community and Social Services. Other services are funded by municipal governments and through generous donations made by organizations and individuals in the community. As with many Children’s Treatment Centres across the province, the demand for services at KidsAbility exceeds available resources. Through increased investment in children, it is KidsAbility’s hope that one day children and families will not have to wait long periods of time to benefit from the services that they need and deserve to realize their full potential.
The number of referrals has increased steadily since 2009-10 to a new high of 1,072 in 2013-14.

As of July 2012 KidsAbility has converted to a new electronic health system. Therefore data for the 2012-13 fiscal year has been collected from two systems.

Cambridge Shelter Corporation – Simcoe House

The Cambridge Shelter Corporation operates addictions services through Simcoe House. The outreach team works with clients and others from the community who suffer from addictions. Through their vast network of contacts and partners at addiction centres all over Ontario, they are able to send hundreds of people each year for treatment.

Staff at Simcoe House work closely with the criminal justice system, Waterloo Regional Police Service, social services and counselling agencies. They have started a number of aftercare groups to help people continue on their journey to living a life without addiction.

The number of people referred to treatment programs fluctuates each year, but demand remains high for this service and there are long waiting lists for treatment centres.
North Dumfries Community Health Centre (Satellite Centre of Langs)
The North Dumfries Community Health Centre (NDCHC) was established in 2003 in Ayr as a satellite centre of Langs. NDCHC offers various programs for children including the Ontario Early Years play group. The play group has been running for 3 years and is a chance for parents and caregivers of young children from birth to preschool ages to get together and play interactive games, enjoy circle time and connect with other young families in a fun and stimulating environment.

Number of Visits and Parents/Children Served

- The number of parent and child visits in 2013-14 increased by 83% and 118% respectfully.
- The number of parents served from 2012-13 to 2013-14 decreased by 11% where the number of children served increased by 23%.

Source: North Dumfries Community Health Centre, Personal Communication, 2014

Serving Wellesley, Wilmot, Woolwich

Community Care Concepts of Woolwich, Wellesley and Wilmot
Community Care Concepts is a non-profit volunteer based organization that provides services to assist seniors and adults with disabilities to live independently in their own homes across the townships of Woolwich, Wellesley and Wilmot.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based and collaborative approach they are able to effectively meet the increasing demands of a large geographic area, diverse communities within this area and a smaller population base.

Community Care Concepts – Home at Last
Home at Last is a community service for older adults with limited or no support being discharged from hospital, either from an inpatient stay or from an emergency visit. Community Care Concepts will arrange transportation home and settling in services. The worker may prepare a homecoming meal, pick up prescriptions, basic groceries and mobility devices, and remain with the individual to ensure a smooth transition home. Following their arrival home, the Home at Last Care Coordinator will follow up with the individual and family to arrange any needed community services and supports to assist the individual to live independently at home and reduce the possibility of readmission to the hospital. This service is available through all hospitals in Waterloo Region and Wellington County as well as to Waterloo Wellington residents who may be hospitalized outside the community.
The number of completed discharges through the Home At Last program increased by 21% from 2012-13 to 2013-14.

Many other discharges were coordinated but cancelled due to medical needs. With the support of Home At Last, the length of emergency department visits and hospital stays were reduced by more than 3,000 hours in 2013-14, representing a cost effective alternative to hospital stays, as appropriate.

Community Care Concepts - Homemaking Services
Homemaking is a support service provided to assist with routine household activities such as light housekeeping, shopping and meal preparation. After a home assessment is completed, the Program Coordinator matches a homemaker with the senior, taking into consideration location, interests, skills and general personality. This service assists the senior to remain in his/her own home and also provides necessary emotional and social support.

Homemaking—Number of Hours

The demand for the Homemaking service has increased by 35% over the past 5 years.
Community Care Concepts – Friendly Visits

Friendly visitors provide one on one companionship and friendship to seniors and adults with disabilities who feel lonely and isolated in their homes. Visitors might chat, play games or take their friend out to the mall or for coffee. Visits take place weekly at a mutually arranged time.

- The demand for friendly visits continues to rise, increasing by 63% over the past 5 years.
- Friendly visits are a positive way to address social isolation.

### Number of Contacts

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<th>Contacts</th>
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Source: Community Care Concepts of Woolwich, Wellesley, and Wilmot, Personal Communication, 2014

### Community Care Concepts – Clients Registered

Community Care Concepts (CCC) works with a diverse range of individuals. While individuals may access multiple services, the following chart represents the number of unique individuals who have been formally registered and are accessing these services each year. In addition to these numbers there are many others not reflected who may have had a home visit and been redirected to other more appropriate services; others who have had a home visit but decided not to access services; and others who may contact the organization for information or attend public events sponsored by the organization.

- CCC has experienced a 65% increase in registered clients over the past 5 years.
- This includes the number of unique individuals registered and using formalized services within the organization including Meals On Wheels, community dining, transportation, adult day programs, Home At Last, exercise programs, homemaking, visiting and Senior Support Workers and other home support services.

### Clients Registered

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<th>Year</th>
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</table>

Source: Community Care Concepts of Woolwich, Wellesley, and Wilmot, Personal Communication, 2014
The number of parents served has slowly increased since 2010.

There has been a fluctuation in the number of children served over the past five years. There was a decrease of 9% from 2012 to 2013.

The introduction of full day kindergarten has impacted the number of children attending the drop-in program.

Serving Wilmot

Wilmot Community Centre – Drop-In Ontario Early Years Centre Satellite

Drop-in is a time for parents to come out and enjoy playing with their children (0-6yrs) while socializing with other parents and caregivers in the community. A great opportunity to play, meet new friends and create a craft. Everyone is welcome.

**Parents and Children Served**

<table>
<thead>
<tr>
<th>Year</th>
<th>Parents Served</th>
<th>Children Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>177</td>
<td>329</td>
</tr>
<tr>
<td>2010</td>
<td>136</td>
<td>279</td>
</tr>
<tr>
<td>2011</td>
<td>196</td>
<td>343</td>
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<tr>
<td>2012</td>
<td>196</td>
<td>365</td>
</tr>
<tr>
<td>2013</td>
<td>202</td>
<td>331</td>
</tr>
</tbody>
</table>

Source: Wilmot Community Centre, Personal Communication 2014

**Parent and Child Visits**

- The number of parent and child visits has dropped slightly since 2012, but is still above pre-2012 rates.
- In 2012 there was a significant increase in parent and child visits.

Source: Wilmot Community Centre, Personal Communication 2014
The number of children and parents served has continued to decline over the past four years. The number of children served has declined by 9% from 2012-13 to 2013-14.

**Woolwich Community Services – Kids and I**

Woolwich Community Services strives to connect people with the programs and services that suit individual needs. Serving Woolwich Township and the northern part of Wellesley Township, they are the place to go for information, support or assistance.

Kids and I is a place for parents and caregivers to go with pre-school child(ren) to play and meet with others from the community in a fun and safe environment. The Centre operates as an Ontario Early Years site in Elmira and in the village of St. Jacobs. Kids and I offers games, crafts, and toys for both parent and child to play and enjoy. Kids and I has a toy-lending library and offers a babysitting course and many parent resources.

**Children and Parents Served**

<table>
<thead>
<tr>
<th>Year</th>
<th>Parents Served</th>
<th>Children Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-11</td>
<td>335</td>
<td>633</td>
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<tr>
<td>2011-12</td>
<td>345</td>
<td>602</td>
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<tr>
<td>2012-13</td>
<td>313</td>
<td>559</td>
</tr>
<tr>
<td>2013-14</td>
<td>304</td>
<td>506</td>
</tr>
</tbody>
</table>

Source: Woolwich Community Services, personal communication 2014

**Child and Parent Visits**

<table>
<thead>
<tr>
<th>Year</th>
<th>Parent Visits</th>
<th>Child Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-11</td>
<td>2,661</td>
<td>5,059</td>
</tr>
<tr>
<td>2011-12</td>
<td>2,232</td>
<td>4,681</td>
</tr>
<tr>
<td>2012-13</td>
<td>2,350</td>
<td>4,468</td>
</tr>
<tr>
<td>2013-14</td>
<td>1,949</td>
<td>3,647</td>
</tr>
</tbody>
</table>

Source: Woolwich Community Services, personal communication 2014
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Region of Waterloo
- Carizon Family and Community Services
- Chaplin Family YMCA Immigrant Services
- Independent Living Centre Waterloo Region
- Family Counselling Centre of Cambridge and North Dumfries
- Cambridge Family Early Years Centre
- Cambridge Shelter Corporation
- KidsAbility
- North Dumfries Community Health Centre
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Wilmot Community Centre – Drop-In Ontario Early Years Centre
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.
We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

Complete List of Community Trends

Documents from SPCCND

Community Social Profile - Cambridge and North Dumfries
Community Social Profile - Wellesley, Wilmot and Woolwich

Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

For more information about this paper or related research, please contact:
Social Planning Council of Cambridge and North Dumfries
55 Dickson Street, Unit 14
Cambridge ON N1R 7A5
Phone (519)623-1713
admin@spccnd.org
www.spccnd.org
Employment and Income

Employment and income are closely related to one’s overall quality of life. Steady employment and higher incomes play key roles in the attainment of secure housing and the purchase of healthy food. Job security also impacts the overall social wellbeing of the community. Income is the most important social determinant for physical and mental health in Canada. This factsheet will explore community indicators related to employment and income.

Highlights

- The number of dependent adults on Ontario Disability Support Program in Cambridge and North Dumfries has increased by 29% from 2009-10 to 2013-14.

- The average monthly Ontario Works caseload for Cambridge remained consistent from 2010 to 2012 but has decreased 5% between 2012 and 2013.

- The caseloads on Ontario Works caseloads in North Dumfries, Wellesley, and Wilmot townships has remained fairly consistent since 2009.

- Ontario Works had a 20% increase in caseloads in Woolwich Township since 2009.

- Woolwich Community Services served 865 job seekers in 2013-14.

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Ontario Disability Support Program- Cambridge and North Dumfries

The Ontario Disability Support Program (ODSP) was designed to meet the income and employment support needs of people with disabilities. The program provides income support and health-related benefits to people with disabilities who are in need of financial assistance. The employment supports component of the program offers a range of goods and services to help people with disabilities look for, obtain or maintain jobs on a volunteer basis. Assistance for Children with Severe Disabilities (ACSD) provides a benefit for parents caring for children with severe disabilities at home.

Income Support Caseload – Cambridge and North Dumfries

- There were a total of 4,230 Income Support caseloads in Cambridge and North Dumfries in 2013-14. A case refers to an individual or family unit on social assistance.
- The number of cases in Cambridge and North Dumfries in 2013-14 had a total of 4,248 beneficiaries.
- The number of dependent adults receiving ODSP benefits in 2013-14 has increased by 29% since 2009-10.
- ODSP Employment Support Caseload for 2013-14 in Cambridge and North Dumfries was 68 cases.

Ontario Works

The Region of Waterloo Social Services Department, Employment and Income Support Division administers the Ontario Works (OW) program on behalf of the Province of Ontario. The purpose of Ontario Works is to support people who are searching for employment. Temporary financial assistance is issued to qualifying individuals and families to assist with the costs of food, shelter, clothing and other household items, and emergency assistance. Monthly Ontario Drug Benefits cards are given to Ontario Works participants to cover the cost of some prescribed medications. Other benefits may be available.

The following charts represent a point in time snapshot of OW caseloads. October 31st is the date used in this snapshot for consistency and addresses seasonal claims.

October Snapshot of Caseloads – Cambridge, Kitchener, Waterloo

- A "benefit unit", used to calculate caseload, refers to a single individual or the head of a household receiving OW. Dependents (e.g., spouses, children) are not counted in this count of the caseload.
- The average monthly OW caseload for Cambridge remained consistent from 2010 to 2012 but has decreased 5% between 2012 and 2013.

October Snapshot of Caseloads – North Dumfries, Wellesley, Wilmot, Woolwich

- The caseloads in North Dumfries, Wellesley and Wilmot townships have remained fairly consistent since 2009.
- The number of caseloads in Woolwich Township has increased 20% since 2009.
Lutherwood Employment Services

Lutherwood Employment Services provides a variety of no-cost services to individuals seeking employment, exploring training opportunities, and/or looking to improve their job search skills. This is conducted through a variety of workshops, consultation with employment advisors and job developers, and specialized supports for internationally trained professionals, young and mature workers, and apprentices.

**Employment Services Clients – Cambridge and North Dumfries**

- The number of Resource Center Clients increased significantly in 2012 due revised tracking which now reflects the number of visits to the Resource Centre (not unique clients).
- There has been an average of 1,068 clients per year who sought the support of an employment advisor from 2010 through 2013.
- The majority of clients are from Cambridge with only a few from North Dumfries.

**Employment Services Clients – Kitchener, Waterloo and Area**

- The number of resource center clients increased significantly in 2012 due revised tracking which now reflects the number of visits to the resource centre (not unique clients).
- There has been an average of 730 clients per year who sought the support of an Employment Advisor from 2010 – 2013.
- Although clients are from Kitchener, Waterloo and the surrounding area, very few are from the townships of Wellesley, Wilmot and Woolwich.
Conestoga College Academic Upgrading

Conestoga College Institute of Technology and Advanced Learning provides Preparatory Programs at all of its campuses under its School of Career and Academic Access. The college offers Academic Upgrading, programs at the downtown Cambridge campus to serve Cambridge residents, including "Focus for Change", "Discover your Future" and "Essential Skills Upskilling".

Number of Students

- In April 2012 Employment Ontario’s Literacy and Basic Skills program (LBS) which funds Academic Upgrading, underwent a transformation including the framework information system (database). This resulted in learners being counted differently, thus the abrupt shift in number of learners served. LBS programs across the province experienced the same shift in their statistics.

- The number of students in Conestoga College’s Academic Upgrading program has increased by 9% since 2012-13.

Number of Students by Age

- As in past years, the majority of students in 2013-14 were in the 25-44 years age range, followed by the 19-24 range.

- There have been no students in the 65+ age group enrolled in Academic Upgrading at Conestoga College’s Cambridge campus since 2009-10.

Source: Conestoga College Institute of Advanced Learning, Personal Communication, 2014
Conestoga College, Academic Upgrading (cont.)

Student Source of Income

- The highest student source of income for the 2012-13 study period was Ontario Works at 57%.

Source: Conestoga College Institute of Technology and Advanced Learning, Personal Communication, 2014

Literacy Group of Waterloo Region – Cambridge Site

Literacy Group of Waterloo Region is a volunteer, non-profit, charitable organization dedicated to helping adults 18 years and older upgrade their basic reading, writing, math and computer skills to increase their opportunities for better employment, prepare for further education and training, and live more independently in the community.

Number of Learners – Cambridge

- There has been a 67% decrease in learners since 2009-10.
- There was an increase in learners in 2008-09 due to a large number of manufacturing closures and the Literacy Group being the designated program to support the workers with skill development.
- There has been an average of 138 learners per year from 2009-10 to 2013-14.

Source: Literacy Group of Waterloo Region, Cambridge Site, Personal Communication, 2014
28% of learners in 2013-14 listed employment as their source of income.

The second highest source of income for learners in 2013-14 was Ontario Works.

In 2013-14 only 4% of learners were dependents of OW/ODSP and another 4% were self-employed.

The percentage of learners whose training goal is employment has steadily increased since 2009-10.

The percentage of learners whose training goal is training and education has slowly decreased since 2009-10.

Only 12% of learners listed independence as their training goal in 2013-14, similar to previous years.
**Community Trends – Employment and Income**

**Literacy Group of Waterloo Region (cont.)**

**Age Range of Learners – Cambridge**

- The largest age groups of learners in 2013-14 were 30-44 year olds and 45-54 year olds, each at 34%.
- Only 6% of learners in 2013-14 were 55+.

Source: Literacy Group of Waterloo Region, Cambridge site, Personal Communication, 2014

**Subsidized Child Care**

The Region of Waterloo Child Care Fee Subsidy program provides financial assistance with child care costs to families who are working, attending school or a training program, have a child with special or social needs, or are medically unable to care for their child. Financial eligibility is determined through a Provincial Income Test, using line 236 of the Federal Notice of Assessment. Families with a net income of $20,000 or less may be eligible for full subsidy (they do not pay towards the cost of child care) and families with a net income above $20,000 may be eligible for partial subsidy (they pay a percentage of the income above $20,000 towards the cost of child care).

**Child Care Fee Subsidy Applications**

- There has been a 15% decrease in the number of applications for child care subsidy in Waterloo Region from 2012 to 2013, and an 11% decrease in Cambridge and North Dumfries. This was due to a waitlist put in place in June of 2013. The waitlist was comprised of close to 500 children prior to being lifted at the end of September 2013.
- On average, 642 families in Cambridge have accessed child care subsidy since 2009.

Source: Region of Waterloo, Personal Communication, 2014
Cambridge Career Connections

Cambridge Career Connections provides free employment and training services to residents of all ages in Cambridge and North Dumfries and connects employers with new employees through the Ontario Employment Service program.

Employment Program Participation

- The number of recorded visits to the resource centre has decreased from 7,645 in 2012-13 to 6,307 in 2013-2014.
- The drop in numbers in the Resource Centre reflects alterations in tracking mechanisms, program changes and funding reductions.
- There were 1,492 workshop participants in 2013-14, up from 1307 in the previous year.


*Note: In 2010, Cambridge Career Connections became an Employment Ontario Employment Services site. This has changed how information will be recorded for statistical purposes.

** Note: The drop in recorded visits is a result of staffing reduction and this has made it more difficult to capture everyone accessing the centre.

Cambridge Career Connections also runs the Summer Jobs Service Program. In 2013, 388 students were employed with 61 different employers through this program, an increase of 5 employers since the previous year.
YWCA Cambridge, Small Steps to Employment Success

Small Steps to Success is a 13-week employment program of YWCA Cambridge for women experiencing social, economic, or educational hardship.

**Participants**

- The number of graduated participants who obtained employment has increased from 30% in 2010-11 to 38% in 2013-14.
- 35% of graduated participants in 2013-14 went on to do further training.

**Serving Woolwich**

Woolwich Community Services—Employment Services

Woolwich Community Services offers a variety of options to those seeking employment. A job board listing local jobs is available, computers are available for the general public to use when job searching and free faxing and photocopying services for job purposes. An Employment Facilitator from Employment Ontario is available every Wednesday for job seekers looking for additional assistance writing resumes and cover letters. Computer assistance is provided for online applications.

**Employment Service Use**

- Woolwich Community Services served 865 job seekers in 2013-14.
- Although the number of users has remained consistent in 2012-13 and 2013-14, users have decreased by 28% since 2009-10.

Source: YWCA Cambridge, Personal Communication, 2014

Source: Woolwich Community Services, Personal Communication 2014
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Ontario Disability Support Program
- Ontario Works
- Region of Waterloo
- Cambridge Career Connections
- Lutherwood Employment Services
- YWCA Cambridge
- Conestoga College Institute of Technology and Advanced Learning
- Literacy Group of Waterloo Region
- Woolwich Community Services Employment Services

For more information on the data provided by these organizations, please contact them directly.
We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.
Food Security

Food security is built on three pillars: food availability, access to nutritious food and knowledge of how to use food appropriately. It is defined by the World Health Organization as “existing when all people at all times have access to sufficient, safe, and nutritious food to maintain a healthy and active life.” Food insecurity is a complex developmental issue that is linked to health, the environment, economic development, and trade.[1]

This factsheet will highlight community trends and indicators that relate to the issue of food security in the Region of Waterloo, Cambridge, and the Townships of North Dumfries, Wilmot, Wellesley, and Woolwich.

Community Trends for 2013 in Cambridge, North Dumfries, Wellesley, Wilmot and Woolwich

Highlights

- The cost of a nutritious food basket in Waterloo Region for a family of four has increased 5% in the last 5 years.

- 7% of those who accessed emergency food hampers in 2013 at the Cambridge Self-Help Food Bank were employed full time.

- Community Support Connections — Meals On Wheels in Cambridge provides subsidy for people who cannot afford the service. The number of subsidized clients has more than doubled from 11 to 26 between 2009-10 and 2012-13.


- 40% of families who accessed emergency hampers from the Self-Help Food Bank—Ayr food bank reported income from full time employment.

- The Self-Help Food Bank—Ayr provided a Rural Kids lunch program. Six families with a total of 15 children benefitted from this program. These children received pizza, milk and/or juice once a week for four months at a cost of $500.00.

- Community Care Concepts of Woolwich, Wellesley and Wilmot Meals On Wheels program served an additional 821 meals in 2013-14 than in 2012-13. The service has increased by 9% from 2009-10.

- At the Woolwich Community Centre Food Bank more than 50% of families receiving food hampers are single parent families.
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Serving Waterloo Region

Region of Waterloo Public Health

Each year, Public Health protocol requires Region of Waterloo Public Health to conduct grocery store pricing to monitor the affordability of a basic nutritious diet for individuals and households. This process is known as the Nutritious Food Basket costing.

Typically, the cost of the Nutritious Food Basket is cited as the weekly cost of feeding a "reference family of four", consisting of: a man 31-50 years, a woman 31-50 years, a male 14-18 years, and a female 4-6 years.

Nutritious Food Basket Weekly Costs –Family of Four

- The cost of the Nutritious Food Basket has increased 5% in the last 5 years
- From 2009-2011, the cost of the Nutritious Food Basket in Waterloo Region remained fairly consistent. However, in 2012 the cost of the Nutritious food basket increased by $7.98 or 4.7%.
- This represents a significant increase in cost, especially for those with low incomes.

Additional examples of estimated weekly food costs for the Nutritious Food Basket.

- Woman age 75, living alone – $43.58/week.
- Woman age 35 with Girl age 8 and Boy age 14 –$134.45/week.
- Man age 35, living alone – $59.96/week.

Source: Waterloo Region Public Heath Fact Sheet, The Cost of the Nutritious Food Basket In Waterloo Region 2013
Nutrition for Learning

Nutrition for Learning has been a registered charitable organization since 1997, supporting community based nutrition programs committed to improving the learning capacity, health and well-being of children and youth in Waterloo Region.

Research has proven that students coming to school hungry do not perform well in the classroom, have difficulty concentrating, display behavioural problems, are less alert and are often lethargic. Nutrition for Learning programs impact the physical, cognitive, behavioural and academic needs of children and youth in Waterloo Region.

Number of Programs - Waterloo Region

- In 2013-14 there was a total of 143 programs in Waterloo Region that provided breakfast, morning meal, healthy basket, snack or lunch programs.
- In Waterloo Region, a total of 12,972 unique students accessed these programs daily, up from 10,069 in 2012-13.
- The number of programs in Waterloo Region has increased by 40% over the past five years.

Location of Programs in 2013-2014

- A large portion of programs are run in Cambridge (85%).
- The townships have a number of the Early Nutrition for Learning in the schools as well.
Cambridge Self Help Food Bank

The Cambridge Self Help Food Bank (CSHFB) first opened its doors in 1984. Over 1600 families and 32 community organizations are provided with food each month. The CSHFB provides emergency food hampers to assist individuals in immediate need. This food bank is unique in operating a food co-operative program for low-income individuals and families. As well as providing a stable source of groceries, co-op membership offers opportunities for skill development and personal growth.

Emergency Food Hamper Distribution

- The number of emergency food hampers distributed decreased in 2013 from the previous three years. This number is more in line with pre-2009 numbers.
- In 2013, 1,843 children under 12 and 614 children aged 13-17 received food hampers.
- 193 seniors aged 65+ received food hampers in 2013.

Income Source for Families Accessing CSHFB and Emergency Hampers in 2013

- The majority of people accessing emergency hampers are part of the Ontario Works or Ontario Disability Support Program.
- People working full-time make up 7% of those accessing emergency hampers.

Source: Cambridge Self Help Food Bank, Personal Communication, 2014
Cambridge Self Help Food Bank (cont.)

**Foodstuffs Distributed**

- In 2013, a total of $24,031 in foodstuffs was distributed.
- There has been a 17% increase in foodstuffs distributed since 2010.

![Graph showing foodstuffs distributed from 2010 to 2013](source)

**Co-op Members**

- In 2013 there were 12,582 co-op pick-ups by 569 co-op members.
- The number of co-op members has decreased by 44% since 2010.

![Graph showing co-op members from 2010 to 2013](source)
Community Support Connections – Meals on Wheels and More

Community Support Connections – Meals on Wheels and More is a local charitable organization which provides services for seniors, recently convalescing, and eligible adults with special needs to assist them in living independently at home. Services in Cambridge include Meals on Wheels, Community Dining, Gentle Exercise, Caregiver Support, Crisis Intervention, Homemaking, Home Maintenance, Yard Work and Snow Removal for seniors and people with disabilities.

Home Support Program – Number of Meals Served

- The number of meals served has remained fairly consistent since 2009-10.
- There has been an average of 22,695 meals served a year.
Community Support Connections - Meals on Wheels and More (cont.)

Home Support Program – Number of Clients Served

- A total of 333 Meals on Wheels clients were served in 2013-14, down slightly from 347 in the previous year.
- The number of meals served slightly increased in 2013-14 to 22,180.
- Demand for this program has remained steady since 2000-01.

Home Support Program - Subsidized Meals

- Meals on Wheels provides subsidy for people who cannot afford the service.
- The number of subsidized meals served has increased 440% since 2009-10, but has remained fairly steady since 2011.
- Since 2009-10 the number of subsidized clients has more than doubled from 11 to 26 in 2012-13.
Community Support Connections – Meals on Wheels and More (cont.)

Community Dining Clients and Meals Served

- The Community Dining program allows people to come together to receive the same nutritional meal as with home support but with added social benefits.
- After a large spike in meals served in 2012-13, there has been a slight decrease of 3.5% in 2013-14.
- The number of meals served to Community Dining clients has almost doubled since 2008-09 with a 47% increase.

Cambridge Shelter Corporation, “The Bridges”
The Cambridge Shelter Corporation serves daily dinner and weekly community breakfasts at “The Bridges”.

Number of Meals Served

- In 2013, 40,541 dinners and 27,444 breakfasts were served.
- The number of dinners served continues to increase each year, with an increase of 45% since 2009.
- The number of meals served reached a new all-time high in 2013.

Source: Community Support Connections Meals on Wheels and More, Personal Communication, 2014
Source: Cambridge Shelter Corporation Program Statistics, 2014
Trinity Community Table
Trinity Community Table (TCT) is committed to provide the community of Cambridge with a free, hot, nourishing, noon meal on an ongoing basis in a warm, non-threatening environment, as long as the need exists. Meals are served all year long, excluding Good Friday and Christmas, on Mondays, Wednesdays and Fridays. Brown bagged, cold lunches are also provided on these days for those interested so they will have a lunch for Tuesdays, Thursdays and Saturdays.

Number of Meals Served

- In 2013 the Trinity Community Table served 29,697 meals, an increase of 47% from 2012.
- * There are two bars in 2013 which shows the number of both hot meal and cold lunches served as well as the total.

Source: Trinity Community Table, Personal Communication, 2014

Serving North Dumfries

Self Help Food Bank—Ayr
The Cambridge Self Help Food Bank extended its services in 2013 for offsite food distribution to include the Township of North Dumfries. Located at Knox United Church in Ayr, services are offered every other Wednesday for both the Emergency and Co-op programs.

Income Source of Families Accessing Emergency Hampers In 2013

- A total of ten families accessed the emergency hamper program with a total of 15 hampers distributed in 2013.
- Co-op members in the township were comprised of 18 families.

The Food Bank also provided a Rural Kids lunch program. Six families with a total of 15 children benefitted from this program. These children received pizza, milk and/or juice once a week for four months at a cost of $500.00.

Source: Cambridge Self Help Food Bank, Personal Communication, 2014
Community Care Concepts of Woolwich, Wellesley and Wilmot

Community Care Concepts is a non-profit volunteer based organization that provides services to assist seniors and adults with disabilities to live independently in their own homes across the townships of Wellesley, Wilmot, and Woolwich.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based and collaborative approach they are able to effectively meet the increasing demands of a large geographic area and diverse communities within this smaller population base area.

Meals On Wheels – Number of Meals Served

- Demand for Meals on Wheels service has increased 9% since 2009-10.
- Meals are adjusted based on dietary requirements.
- As a component of Meals On Wheels, the demand for nutritious frozen meals is increasing.

Congregate Dining

- Congregate Dining is a community based meal service intended to increase opportunities for nutritional and social support for seniors and disabled adults.
- There has been a 93% increase in the number of meals served since 2009-10.
- The expansion of the Congregate Dining program has enabled Community Care Concepts to meet the growing demand for service.
Wilmot Family Resource Centre Food Bank

Wilmot Family Resource Centre (WRC) Inc. is a non-profit charitable organization founded in 1980. Their mission is to provide programs of excellence to improve the quality of life of the people of Wilmot and the Township of Wellesley.

The Family Resource Centre of Wilmot Food Bank provides emergency support for individuals and families living in Wilmot and Wellesley Townships. Food hampers are available once per month and all requests are confidential.

Food Hampers Distributed

- On average 665 food hampers were distributed annually from 2009 to 2013.
- In 2012 and 2013 additional programs were added at the WRC and New Hamburg and Baden libraries.


Food Recipients by Age

- In 2013, 48% of food hamper recipients were children. This is a slight increase from 2012.
- The overall demand for food hampers has remained fairly consistent.

Woolwich Community Services Food Bank

The Woolwich Community Services Food Bank provides food hampers to suit the size and needs of families. Participants can come for a food shop and select food items the whole family will enjoy. Items available for selection include non-perishable food items along with fresh milk, vegetables, fruit, eggs, margarine and meat. Infant needs including diapers and formula are provided. Additional support services are also available to participants as needed.

Number of Individuals Served and Hampers Distributed

- An annual average of 483 individuals have been served per year between 2009-10 and 2013-14.
- The number of food hampers distributed has increased by 17% since 2009-10.

Source: Woolwich Community Services Food Bank, Personal Communication, 2014

Source of Income for Food Hamper Recipients 2013 -14

- In 2013-14 the largest population of food hamper recipients were those receiving Ontario Disability Support Program and Ontario Works.
- 13% of food hamper recipients were from a family where at least one adult was employed full-time.

Source: Woolwich Community Services, Personal Communication, 2014
Woolwich Community Services Food Bank (cont.)

Family Composition of Food Hamper Recipients

- In 2013-14 there was an increase in single individuals receiving food hampers
- All other types of families receiving food hampers decreased.

Adult and Child Food Hamper Recipients Over Time

- There was a decrease in the number of children and adult recipients of food hampers between 2012-13 and 2013-14.

Woolwich Community Services – Christmas Goodwill

Woolwich Community Services strives to connect people with the programs and services that suit individual needs. They serve Woolwich Township and the northern part of Wellesley Township and are the place to go for information, support or assistance.

The Christmas Goodwill program is operated, coordinated and implemented by dedicated volunteers who shop, wrap and pack Christmas Hampers for low-income families in Woolwich Township and the northern part of Wellesley Township. Each year the community comes together to donate new toys, clothing and food items to ensure families can celebrate the holidays. Donors include churches, service clubs, businesses and individuals.
Woolwich Community Services Food Bank (cont.)

Woolwich Community Services – Goodwill Christmas Hampers Distributed

- An average of 479 Goodwill Christmas Hampers have been distributed each year from 2009-10 to 2013-14.
- In 2013-14 there were 40 fewer hampers distributed.

Source: Woolwich Community Services, Personal Communication, 2014
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Region of Waterloo
- Cambridge Self Help Food Bank
- Cambridge Shelter Corporation
- Community Support Connections — Meals on Wheels and More
- Nutrition for Learning
- Family Counselling Centre/Community Connections
- Trinity Community Table
- Region of Waterloo Public Health
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Family Resource Centre of Wilmot Food Bank
- Woolwich Community Centre Food Bank
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.

References

We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

| Complete List of Community Trends | Community Profile—Cambridge and North Dumfries  
Community Profile—Wellesley, Wilmot and Woolwich  
Arts, Culture and Recreation  
Community Assets and Participation  
Community Safety  
Community Supports  
Employment and Income  
Food Security  
Housing Stability  
Transportation  |  
|---|---|  
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Housing Stability

Housing stability refers to ideal living conditions. Ideal housing stability ensures that individuals and families are living in homes that are safe, well-maintained, accessible, adequate size, affordable and deemed desirable. Furthermore, ideal housing circumstances dictate that individuals and families have enough financial resources and are not spending more than 30% of their income on housing.

Housing insecurity can be measured by various indicators including the number of individuals either using local temporary shelters, living in substandard dwellings or spending more than 30% of their income on housing.

This factsheet will highlight shelter usage, community housing wait lists, and rental housing affordability.

Highlights

- The number of families staying at the Bridges has reached an all-time high of 49 in 2013, an increase of 113% since 2009.

- A total of 68 people 55 + stayed at The Bridges in 2013. There were a total of 2,906 bed nights for seniors.

- Total bed nights (overnight stays) at Argus Residence for Young People in 2013 was 6,902 for young men and women combined, an all-time high since 2009. This is an increase of 400 overnight stays.

- There were 3,287 households on the Community Housing waitlist in Waterloo Region.

- In 2013, there was a 25% increase in the number of loans for arrears and deposits provided by Lutherwood since the previous year. The average loan awarded for rent arrears was $1,042.69.

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Rent Bank Eviction Prevention Program—Lutherwood

The Waterloo Region Rent Bank and Eviction Prevention program has been operated by Lutherwood since 2002. The program provides information about landlord and tenant relations, eviction processes, and tenant rights and responsibilities. In addition, financial assistance in the form of interest-free loans may be provided to individuals, couples and families with children who are experiencing financial difficulties that otherwise might lead to eviction or difficulty with securing housing.

Loans Arrears and Deposits

- There were 96 loans (for arrears and deposits) in Cambridge in 2013, a 45% increase from 2012.
- There were 348 loans (for arrears and deposits) in Waterloo Region in 2013, a 25% increase from 2012.
- In 2012 and 2013, the number of loans granted in the townships account for a small percentage of all loans.

Average Loan Amount Arrears and Deposits

- The average loan awarded for rent in arrears was $1,042.69.
- The average loan awarded for deposits was $514.70.
Rent Bank Eviction Prevention Program– Lutherwood (cont.)

Loan Repayment

- The average loan repayment rate was 59% in 2013, up one percent from 2012.
- Loan repayment has remained fairly steady since 2009.

Source: Lutherwood, Personal Communication 2014

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Serving Cambridge

Cambridge Shelter Corporation—The Bridges

The Cambridge Shelter Corporation began after concern grew from the lack of year round emergency shelter services for individuals within the Cambridge area. Since 1989, the Out of the Cold program had supported individuals through the coldest parts of the year, but each April individuals experiencing homelessness would go back to living under bridges and in abandoned buildings. Through a partnership with Cambridge Kiwanis Non-Profit Housing, “The Bridges” shelter was developed and currently has over 40 beds for males and females aged 16 and over, as well as 3 family shelter units.

Overnight Shelter Stays by Gender

- There were 17,088 overnight stays in 2013. This is a 14% decrease from 19,961 in 2012.
- In 2013, females accounted for 31% of the overnight stays.

Source: Cambridge Shelter Corporation, Personal Communication, 2014
Cambridge Shelter Corporation (cont.)

Overnight Stays by Gender 55+

- A total of 68 clients over the age of 55 stayed at The Bridges in 2013.
- There was a total of 2,906 bed nights for people 55+.
- Overall, 78% of those age 55+ staying at The Bridges in 2013 were men.

Overnight Stays — Children and Families

- The number of families staying at the Bridges reached an all-time high of 49 in 2013.
- The number of children at the Bridges in 2013 decreased by 23% from 2012.
- Since 2009 the number of children staying at The Bridges has increased 105% and the number of families has increased 113%.

- The increase of families in the shelter is due to the recent economic downturn that has led to more job loss among parents who have run out of Employment Insurance benefits and been evicted from their homes.
Argus Residence for Young People

Argus Residence for Young People is a youth shelter that temporarily houses youth between 16-24 years of age. The shelter is unique in that it provides a life skills component to prepare residents for life outside of the shelter. There are two residences located in Cambridge; one 10-bed female shelter and one 10-bed male shelter.

Yearly Sum of Bed Nights

- Total bed nights (overnight stays) in 2013 was 6,902 for young men and women combined, an all-time high since 2009.
- There has been an increase of over 400 overnight stays since 2009.
- Since 2009, the shelter has experienced an average of 6,758 bed nights per year.

Number of New Residents

- There were 124 new residents in 2013, 61 young women and 63 young men.
- The number of new residents decreased from 164 in 2012 to 124 in 2013.
- The number of new residents is declining due to a trend of longer lengths of client stays.

Source: Argus Residence for Young People, Personal Communication, 2014
Community Housing – Cambridge
Community housing is rental housing that offers affordable market rent units and subsidized (rent-gearered-to-income) units for individuals and families who are finding it difficult to afford adequate housing in the private rental market. To apply for community housing, residents must complete an application to be placed on the Region’s centralized waiting list. This list, which is maintained by the Community Housing Access Centre (CHAC), provides access to units offered by more than 50 housing providers throughout Waterloo Region.

Number of Households on Waiting List in Cambridge
- In 2013, there were 3,287 households on the waitlist in Waterloo Region.
- In Cambridge the number of households on the waitlist decreased from 1,248 households in 2012 to 1,175 households in 2013.
- Since 2009, there has been an average of 1,098 households on the waiting list per year.

Source: Region of Waterloo Community Housing Access Centre (CHAC), Personal Communication, 2014

*In 2011 the Region switched to a new database and as a result has been able to capture more people on the waiting list. As well there were significant amounts of new builds and work with new agencies to capture housing outcomes.

Argus Residence for Young People (cont.)
Occupancy Rates

This chart shows the occupancy rates for males and females at Argus Residence for Young People from 2009 to 2013.

- The male occupancy rate in 2013 was at an all-time low of 79%.
- In 2013 the occupancy rate was higher for females at 94%.
- The total combined occupancy rate in 2013 was 87%.

Source: Argus Residence for Young People, Personal Communication, 2014
The most in demand type of housing in Cambridge for 2013 was still a single 1 bedroom non-senior, followed by 2 and 3 bedroom units for households with dependents.

Source: Region of Waterloo Community Housing Access Centre (CHAC), Personal Communication, 2014

In 2013, households with dependents were the largest category of people on the waitlist in Cambridge.

Source: Region of Waterloo Community Housing Access Centre (CHAC), Personal Communication, 2014
Community Housing—Cambridge (cont.)

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Bedroom- non-senior</td>
<td>4 to 6 years</td>
</tr>
<tr>
<td>1 Bedroom- senior</td>
<td>1 to 2 years</td>
</tr>
<tr>
<td>2 Bedroom</td>
<td>2+ years</td>
</tr>
<tr>
<td>3 Bedroom</td>
<td>2+ years</td>
</tr>
<tr>
<td>4/5 Bedroom</td>
<td>3 to 4 years</td>
</tr>
</tbody>
</table>

A Modified Unit is a type of housing that has been made accessible.

In 2013, there was a total of 15 households on the waitlist for accessible units.

Source: Region of Waterloo Community Housing Access Centre (CHAC), Personal Communication, 2014
Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Cambridge Shelter Corporation
- Argus Residence for Young People
- Region of Waterloo Community Housing Access Centre—Cambridge
- Lutherwood Rent Bank and Eviction Program

For more information on the data provided by these organizations, please contact them directly.

References


We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

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Transportation

Transportation is a fundamental part of a community's wellbeing. It is the means of movement for both goods and people which is a factor to the quality of life in any community. Access to a reliable transportation system increases quality of life, economic livelihoods and social development. It allows people to access supports needed, grocery stores and provides a consistent way to accomplish daily tasks.

Lack of access to reliable transportation can have considerable impact on other important determinants of health. It can become a barrier to daily functions including the ability to access programs and services.

This factsheet examines the various transportation options available and the trends regarding the demand on these services.

**Highlights**

- Grand River Transit (GRT) ridership has been continuously rising since the system's formation in 2000. In 2013, ridership increased by 3% to 22 million.

- Bus passes for adults, including post-secondary students increased 7% from 2012 and account for 88% of all GRT monthly pass sales in 2013.

- In 2013, Kiwanis Contracted Services offered 43,290 rides to the residents of Wellesley, Wilmot and Woolwich, an increase of 28% since 2009.

- In 2013, People Assisting in Transporting Elderly Residents program (P.A.T.E.R) in Cambridge and North Dumfries was transferred to Community Support Connections, *Meals on Wheels and More*. This transfer has enabled the program to realize efficiencies in many areas, better utilize available technology and increase capacity to provide client rides. This increased capacity will facilitate elimination of the waiting list that was put in place in 2012.

- Community Care Concepts of Woolwich, Wellesley and Wilmot provided 5,734 rides in 2013. They ensure priority is given to medical appointments. This is a critical service to maintain independence and access to services, particularly in rural communities with limited public transportation available.

- Woolwich Community Services—Care-Ring Rides program provides an average of 52 rides per year within Woolwich and an average of 128 rides per year outside of Woolwich.
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## Serving Woolwich

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Grand River Transit

Grand River Transit travels almost 14.5 million kilometers per year throughout the cities of Cambridge, Kitchener and Waterloo and to Elmira and St. Jacobs in the Township of Woolwich on a fixed route schedule. GRT provides rapid service between the three cities through its iXpress service.

**Pass Sales by Group Type**

- Sales of monthly passes for all user groups have been steadily increasing since 2008.
- In 2013, monthly pass sales increased slightly with a small decline in day passes.
- Adults, including post-secondary students increased 7% over 2012 and account for 88% of all monthly pass sales in 2013.
- In 2013, high school students account for 11% and seniors account for 1% of monthly pass sales.

**Annual Ridership**

- GRT ridership has been continuously increasing since the system's formation in 2000.
- In 2013, ridership increased by 3% to 22 million.
- There has been a 33% increase in ridership since 2008.
- The ridership in Woolwich Township represented approximately 0.05% of the total ridership.
Grand River Transit—TRIP Program

The Transit for Reduced Income Pass (TRIP) has existed since 2002 and is administered by Social Services, GRT, Lutherwood, and the Working Centre. Citizens whose household income is below the “Low Income Cut Off” may be eligible to purchase an Adult Monthly Pass.

- The TRIP program experienced a 24% increase in pass sales in 2013.
- This increase can be attributed to the $305,000 infusion to the program budget approved by Regional Council in 2012.

Trip Pass Sales

Source: Grand River Transit, Personal Communication, 2014

Grand River Transit MobilityPLUS

GRT MobilityPLUS provides specialized transit services in the urban service area of Waterloo Region. Due to its unique availability of low-floor buses, GRT encourages the use of conventional transit whenever and wherever possible. However, they recognize that not all sectors of the population can access these facilities. Therefore, specialized transit services in the urban area of the Regional Municipality of Waterloo are intended for persons who are: physically unable to climb or descend steps used on conventional public transportation facilities or walk a distance of 175 metres, or registered with CNIB. MobilityPLUS allows for temporary and seasonal access (visually impaired, broken limb, etc.).

Rides—Cambridge, Kitchener, Waterloo

- Levels of service in the Cambridge, Kitchener, and Waterloo Service Area have increased 25% from 2009 to 2013.
- In 2013, 291,110 rides were provided by dedicated vans, contracted services and TaxiSCRIP. 143,943 of these rides were provided by low-floor buses.

Source: GRT Mobility Plus, Personal Communication, 2014
Grand River Transit MobilityPLUS (cont.)

Contracted Services—North Dumfries

- Contracted services (taxi companies) are used to serve North Dumfries clients.
- In 2013, there were 2,182 rides provided. This was a 19% decrease from the previous year.
- Since 2009, demand for service has increased by 59%.

![Graph showing the number of rides provided from 2009 to 2013.]

Source: GRT Mobility Plus, Personal Communication, 2014

Kiwanis Contracted Services – Wellesley, Wilmot, Woolwich

- Residents of Wellesley, Wilmot and Woolwich townships are served by Kiwanis Transit, which is contracted by Grand River Transit to offer specialized transit.
- The demand for rides has continued to increase since 2009.
- There were 43,290 rides in 2013, an increase of 1,830 rides from the previous year.

![Graph showing the number of contracted rides from 2009 to 2013.]

Source: GRT MobilityPlus, Personal Communication, 2014
P.A.T.E.R.
The P.A.T.E.R. (People Assisting in Transporting Elderly Residents) Program serves seniors and adults with a disability in Cambridge and North Dumfries. The program began as a community outreach service of First United Church in Galt in 1985 and was partnered with the Victorian Order of Nurses in 2001. In 2013, there was a significant change to the P.A.T.E.R. Program as funding for the VON P.A.T.E.R. Program, provided by the Waterloo Wellington Local Health Integration Network (WWLHIN), was transferred from VON Peel Branch to Community Support Connections (CSC), *Meals on Wheels and More* effective April 1, 2013.

### Service Levels—Cambridge and North Dumfries

- The P.A.T.E.R. program reached the capacity of its resources in 2011 and instituted a wait list which reduced the number of new clients being accepted to the program (only those with critical medical appointments were added to service) and the number of rides provided through 2012.
- The transition of P.A.T.E.R to Community Support Connections, *Meals on Wheels and More* in 2013 has enabled the program to realize efficiencies in many areas, better utilize available technology and increase capacity to provide client rides.

### Annual Drives – Cambridge and North Dumfries

- The number of drives annually has decreased slightly from 2010 to 2012 due to capacity and implementation of the wait list.
- A small decrease in rides was noted in 2013 due to overlap of client base and some associated program changes.
- With the transition in 2013, the shopping bus program experienced a significant change, transitioning from a contracted provider to utilization of CSC vehicles. Changes associated with this resulted in a reduction in rides in the short term, while expansion of their fleet of vehicles will help to grow this service long term.
Community Care Concepts of Woolwich, Wellesley and Wilmot

Community Care Concepts is a non-profit volunteer based organization that provides services to assist seniors and adults with disabilities to live independently in their own homes across the townships of Woolwich, Wellesley and Wilmot.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based and collaborative approach they are able to effectively meet the increasing demands of a large geographic area, diverse communities within this area and a smaller population.

Assisted Transportation

Community Care Concepts utilizes trained volunteer drivers to provide rides to medical appointments, banking, shopping and social events. The organization also owns vans which provide transportation. Transportation is provided both within and beyond the townships to ensure that individuals have access to much needed services. This service is available Monday to Friday for a minimal fee.

Assisted Transportation Rides – Woolwich, Wellesley, Wilmot

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Rides</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009-10</td>
<td>6,253</td>
</tr>
<tr>
<td>2010-11</td>
<td>6,944</td>
</tr>
<tr>
<td>2011-12</td>
<td>6,604</td>
</tr>
<tr>
<td>2012-13</td>
<td>5,890</td>
</tr>
<tr>
<td>2013-14</td>
<td>5,734</td>
</tr>
</tbody>
</table>

- There has been a slight decline in rides beginning in 2011-12.
- This decline was a result of Kiwanis, through Grand River Transit, being able to offer reduced rates. Prior to that Kiwanis and Assisted Transportation Rides offered a similar charge.
- Priority is given to medical appointments. This is a critical service to maintain independence and access to services, particularly in rural communities with limited public transportation available.

Source: Community Care Concepts of Woolwich, Wellesley and Wilmot, Personal Communications, 2014
Woolwich Community Services

Woolwich Community Services is a social service agency providing opportunities and resources for individuals and families, children and youth, and for all residents in Woolwich and northern Wellesley Township.

The Care-Ring service is designed to assist people under the age of 65 who have no other means of transportation to medical appointments. The service relies on volunteer drivers to take individuals to medical appointments and is offered free of charge.

Woolwich Community Services – Care-Ring Rides

- On average there are 52 rides per year within Woolwich.
- On average there are 128 rides per year outside of Woolwich.

Source: Woolwich Community Services, Personal Communication 2014

Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Grand River Transit
- GRT Mobility Plus
- Community Support Connections, *Meals on Wheels and More*
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.
We would like to acknowledge and thank the ongoing support of our funders, without which this publication would not be possible.

Complete List of Community Trends

Documents from SPCCND

Community Profile—Cambridge and North Dumfries
Community Profile—Wellesley, Wilmot and Woolwich
Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

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Community Trends for 2013 in Cambridge, North Dumfries, Wellesley, Wilmot and Woolwich
Publication Overview

The Social Planning Council of Cambridge and North Dumfries (SPCCND) is pleased to present this series of factsheets, Community Trends for 2013 in Cambridge, North Dumfries, Wellesley, Wilmot and Woolwich. This year we are excited to include the townships of Wellesley, Wilmot and Woolwich in our publication and in 2016 will be producing a region-wide Community Trends Report. This expansion has been made possible through support and additional funding from the Region of Waterloo, The United Way Kitchener Waterloo & Area, Kitchener Waterloo Community Foundation and the Ontario Trillium Foundation.

The purpose of the Community Trends series of factsheets is to provide information on local social trends and issues for a variety of audiences including social service organizations, the business community, policy makers and funders. By expanding the Community Trends Report, common goals can be established and a region-wide systematic collection of service delivery data can be developed, enabling agencies and decision makers to pursue prioritized areas for action in a coordinated way. It is hoped that this process of data collection and analysis will help identify key priorities and improve the community’s ability to respond to gaps in services and build upon community strengths.

Each factsheet contains information submitted, reviewed and approved from local community agencies and organizations. These agencies and organizations are asked to highlight service delivery trends and pertinent information that describes the landscape of the services they provide. The SPCCND would like to thank all of the agencies and organizations that contributed their data, time and insight. These publications could not exist without their participation.

Complete List of Community Trends
Documents from SPCCND

For more information about this paper or related research, please contact:
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Community Profile and 8 Community Trends Factsheets

- Community Social Profile
  - of Cambridge and North Dumfries
  - of Wellesley, Wilmot and Woolwich

- 8 Community Trends Factsheets
  - Arts, Culture and Recreation
  - Community Assets and Participation
  - Community Safety
  - Community Support
  - Employment and Income
  - Housing Stability
  - Transportation
Purpose of the Community Trends Report

- Identify local trends and issues for funders, policy makers, and program planners so they can make informed choices and address the needs of these communities.

- It is hoped that this process of data collection and analysis will improve the community’s ability to respond to gaps in services and to harness community strengths.
Why Expand the Community Trends Report

- A Community Social Profile of Waterloo Region 2013
- Smaller non-profit organizations state they do not have the in-house capacity
- Agencies, organizations and regional staff expressed interest and thought it would be a valuable resource as it would enhance the work they currently do and provide a description of service delivery in a broader context of the Waterloo Region
Region-wide Approach to the Community Trends

- Collective Impact requires a tool of Shared Measurement
- Need to look at the region as a whole
- broad cross section coordination of data measurement
- Common goals can be established
- Systematic collection of service delivery data can be developed
- Enabling decision makers and funders to pursue prioritized areas for action in a coordinated way
Establish an Advisory Committee

- Region of Waterloo
- The Community Foundations (Cambridge and North Dumfries and Kitchener Waterloo),
- The United Ways (Cambridge and North Dumfries and Kitchener Waterloo),
- Key stakeholders with an interest in data collection i.e. Woolwich Community Health Centre, Crime Prevention Council, etc.
Methodology

- **Environmental Scan of existing Trends Documents:**
  - Vital Signs
  - A Snapshot in Time: The Root Causes of Crime
  - NHS and Census bulletins from the Region of Waterloo
  - Canadian Index of Wellbeing – Canada, Ontario and Waterloo Region

- **Develop a Framework**
  - Review of existing framework
  - Examine alternative frameworks to describe Quality of Life landscape
Methodology continued

Review of Current Community Trends Report
- Host a Number of Focus Groups – agencies, municipalities, funding agencies
- Key Informant Interviews

Outreach to new and existing Agencies and Organizations
- Identify and outreach to potential agencies and organizations to gather data from for key indicators
Community Trends for Waterloo Region by 2016

- A region-wide approach to the Community Trends will provide a tool for shared measurement that will assist organizations within the community in assessing the impact they are having individually and collectively.
- We will be better able to respond to gaps in services and harness community strengths.
- This will provide a mechanism to share results, monitor progress and make improvements collectively.
For More Information

www.spccnd.org

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Public Health and Emergency Services

Building Healthy and Supportive Communities in Partnership
Public Health Scope

- Health promotion, disease prevention and health protection activities
- **Ontario Health Protection and Promotion Act** outlines statutory role of Board of Health
- **Ontario Public Health Standards** defines scope: programs and services in partnership with health care and a range of community organizations (e.g. education, community services, municipalities)
- **Accountability Agreement** defines provincial expectations with the ability to tailor response to local needs
Public Health Standards

• Child and Family Health (reproductive health, parenting support, oral health)
• Environmental health (food, water, other hazards)
• Infectious Disease Prevention (includes case and outbreak management, immunization, sexual health)
• Chronic Disease and Injury Prevention (tobacco, diet, physical activity)
• Population health assessment, surveillance, program evaluation
• Emergency preparedness
• 23,686 children screened for need for urgent dental care
• 4,320 Healthy Babies Healthy Children home visits
• 6,187 routine inspections of food premises
• 2,476 confirmed communicable disease cases followed
• 1,854 tobacco inspections (workplaces/public places and tobacco vendors)
• 3,800 people reached by community nutrition workers and peer health workers
Population estimates by age group, Waterloo Region, 1990-2013

The chart shows the population estimates by age group in the Waterloo Region from 1990 to 2013. The x-axis represents the years from 1990 to 2013, and the y-axis represents the population in thousands. The chart is color-coded to indicate different age groups:

- Red: 0-19 years
- Green: 20-39 years
-Purple: 40-59 years
- Light blue: ≥60 years

The data shows a steady increase in population across all age groups over the 23-year period, with the ≥60 years group showing the most significant growth.
Population Projections for Waterloo Region, 2016, 2026, 2036

<table>
<thead>
<tr>
<th>Year</th>
<th>Waterloo Population</th>
<th>Waterloo Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>566,656</td>
<td>6.0%</td>
</tr>
<tr>
<td>2026</td>
<td>649,362</td>
<td>21.4%</td>
</tr>
<tr>
<td>2036</td>
<td>732,280</td>
<td>36.9%</td>
</tr>
</tbody>
</table>

Per cent growth since 2013

Projected number of people in population

Year

Waterloo Population

Waterloo Growth
Population Projections by Age Group, Waterloo Region, 2016-2036

Projected Waterloo Region Population

Year

0-19 years
20-39 years
40-59 years
≥60 years

* Data from 2011 National Household Survey (NHS)
Due to the voluntary nature of the 2011 NHS, caution must be used when interpreting the data. Further, due to changes in the survey methodology from 2006 and previous census years, direct comparisons, including the calculation of growth rates, percentage and absolute changes should not be made.

<table>
<thead>
<tr>
<th>CCHS Survey Year</th>
<th>Proportion with diabetes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>4.2</td>
</tr>
<tr>
<td>2007-2008</td>
<td>4.1</td>
</tr>
<tr>
<td>2009-2010</td>
<td>7.5</td>
</tr>
<tr>
<td>2011-2012*</td>
<td>7.8</td>
</tr>
</tbody>
</table>

*The Waterloo Region proportions for 2011-2012 are unstable due to small numbers and should be interpreted with caution
Key Issues Overview

- Increased requirements for immunization, inspections, enforcement, reporting
- Significant change in provincially funded child dental programs- integration and centralization
- Baby Friendly Initiative accreditation
- Tobacco legislation evolving (smoke free patios/parks, e-cigarettes)
- Ministry of Health: Health System Transformation (incl. review LHINs, PHUs)
Paramedic Services Scope

• Decrease premature morbidity and mortality by providing effective and efficient pre-hospital paramedic care and patient transport

• Seamless service with surrounding municipalities

• Service delivery partners include Base Hospital (Hamilton), Ambulance Dispatch (MOHLTC), local hospitals

• Promote the use and availability of public access defibrillators

• Excellence in Patient Care
Paramedic Services requirements

- Highly regulated service, under the authority of the Ambulance Act
- Regular Ministry Ambulance Service Reviews (currently 3 year certificate)
  
  - Council determined Response Time Performance Plan
  - Quarterly Performance reports
Paramedic Services reach (2014)

- 37,000 requests for service
- 90% of code 4 calls reached within 11 minutes 34 seconds or less from time of dispatch
- 18 Ambulances on duty at maximum staffing
- 3 Rural Emergency Response Units spread over 18 hours/day (06:00 to 00:00)
- Vehicles operated from 10 stations
- 426 public access defibrillators provided at public facilities
Total call volume and code four call volume, by year
Waterloo Region, 2009-2014

*2009 change in triage tool; previous data not comparable.
Paramedic Services' response time to emergency calls (code 4), 90th percentile, by year
Waterloo Region, 2008-2014

Response Time (H:MM:SS)

2008 2009 2010 2011 2012 2013 2014
0:11:48 0:11:44 0:12:12 0:12:17 0:11:54 0:11:08 0:11:34
90th Percentile

Year
Graph: Number of days lost to offload delay
Trailing twelve month (T12M), Waterloo Region, 2011-2014

Offload Delay (days)

Month and Year

2011 2012 2013 2014
Comparison of hours of service to call volume
Ontario OMBI participating regions, 2011-2013

- 2011
- 2012
- 2013

2013 OMBI median
(123 per 1,000)

- Lower call volume, higher service hours.
- Higher call volume, higher service hours.
- Lower call volume, lower service hours.
- Higher call volume, lower service hours.

Weighted hours of ambulance service provided in the community per 1,000 people

Calls responded to per 1,000 people
Key Issues Overview

- Call volume growth and impact on response times and ambulance availability
- Collaboration with hospitals regarding offload delay

- EMS Master Plan review- to ensure optimal response to demand and growth pressures; includes staffing, stations, service model
  - Consolidated Dispatch project
  - Community Paramedicine- evolving
Emergency Management
Office Scope

A ROW corporate coordination function: coordinate emergency preparedness, response and recovery

New structure: 3 existing FTEs brought together in one unit

Coordinator Emergency Plans and Training,
Coordinator Emergency Social Services
Public Health Planner, Emergency Preparedness
Emergency Management Office Requirements

- Emergency Management and Civil Protection Act
- Health Protection and Promotion Act (OPHS)
- Council bylaw re management and operation of reception/evacuation centres
- Mandated requirements: Emergency Plans, annual exercises, Community Emergency Management Coordinator (CEMC), an Emergency Operations Centre (EOC)
• Extensive work with local partners

• Annual exercise and training complete
• Required plans are continually refreshed

• ROW responded to 8 emergencies (undeclared) between 2011 and 2014- mainly weather related events e.g. ice storm
Emergency Management Office Key Issues

• Development of an integrated coordinated work unit

• Extreme weather events are occurring more frequently

• Ongoing communication technology change requires changes in business practice to maximize potential use of new technology
Community Services Department

Presentation to Regional Council
February 3, 2015

- Departmental Overview
- Employment & Income Support Division Overview
- Housing Services Division Overview

Douglas Bartholomew-Saunders
Commissioner, Community Services

DOCS#1748418
Community Services…

Mission
To deliver essential services that remove obstacles and create opportunities in partnership with our community

Vision
An inclusive, thriving, sustainable community where no one is left behind
Community Services Department - Overview

Scope of Services

• Commissioners Office
• Children’s Services
• Employment & Income Support
• Seniors’ Services
• Housing Services
Key Facts & Figures

• Large program department that spans pre-birth to end of life care and burial
• Programs delivered across 9 sites
• Direct delivery of services as well as through partnerships with community agencies
• Services and supports are provided by 685.8 FTEs comprised of 850 staff
Community Services
Employment and Income Support

Scope of Services

- Ontario Works Administration
- Employment Services (OW & Employment Ontario)
- Benefits to Recipients
- Benefits to Non-Recipients (low income)
- Discretionary Benefits
- Transit for Reduced Incomes Program (TRIP)
Key Facts & Figures

- Average monthly caseload (2014) = 8,470
  - caseload translates to **18,918 individuals** (represents the month of October 2014)
- Service Sites = 3
- Rural Support Sites (employment supports) = 4
  - partnership with rural agencies
- Total Approved FTEs = 249
- Total Staff = 280
Community Services
Employment and Income Support

Themes/Trends
• Persistent impact of 2008 recession
• Profile and needs of participants
• Responding to Provincial direction and program changes
• Impact of Discretionary Benefits and Community Homelessness Prevention Initiative (CHPI)
Ontario Works Caseload

- OW Caseload
- Sept. 2008 Caseload 6,300

DOCS#1748418
Employment Services

• Provide internal employment programs and partner with community to improve employment outcomes for participants

• Employment Ontario (service provider including Canada Ontario Job Grant)

• 3 Employment Resource Centres and 4 outreach sites. Computer usage at centres: 35,000 in 2014

• 4.4 out of 5 feedback on Satisfaction with Employment Programs in 2014
Key Initiatives

• Enhance customer service delivery and program integrity
• Review and improve employment outcomes
• Integrate service delivery processes across Divisions for improved customer service experience
• Integrate administrative functions across Divisions for improved efficiencies
Current Key Issue – Provincial Social Assistance Management System (SAMS)

- SAMS implemented November 12, 2014
- Database/technology instability = unexpected outcomes and errors
- Workload strategies and supports to staff are in place to ensure continued yet modified client service
- Focusing on new applications and ensuring accurate financial entitlement to clients
Mandates:
• Fulfill responsibilities as Service Manager for Housing and Homelessness
• End homelessness
• Increase supply and range of affordable housing
• Optimize, maintain and develop infrastructure to meet current and projected needs
Scope of Services

• Short-term & Long-term planning
• Providing a range of programs & services that address local housing needs
• Allocating funds
• Ensuring transferred Community Housing is properly managed
• Administering the Community Housing Wait List
• Owning/Operating Community Housing (Waterloo Region Housing)
Key Facts & Figures – Community Housing

• Own (WRH) as Landlord 2,722 Units
• Oversee Housing Providers 4,621 Units
  – 46 non profits and co-op providers
• Administer Rent Assistance Programs
  – Rent RGI supplement 791 Units
  – Below Average Market Rents (BAMRs) 207 Units
  TOTAL +/- 8,341 Units

An estimated 22,000+ people reside in community housing

• Excludes units under direct Federal control (1005 units)
Key Facts & Figures – need for housing (2013)

- emergency shelter bed nights – 93,274
- people served by emergency shelters – 3,492
- People waiting for long term support to maintain housing – 1,471
- Vacancy rate (private market rent units) – 2.6%
- 24.8% of renters paying over 30% of income on housing
- 4.4% of homeowners paying over 30% of income on housing
Key Facts & Figures – Emergency Shelter Use

Emergency Shelter Bed Nights from 2006 to 2013

- Number of Bed Nights

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Key Facts & Figures – Community Housing Wait List

Waiting List Activity 2009 - 2014

- Active Households on Waiting List
- Number of new applications
- Total Households housed
Community Services
Housing Services

Themes/Trends
• Growing complex needs in a prosperous and growing Regional community
• Shifting approaches and resources to address needs
• Housing Providers who get into difficulty
• Building upkeep due to age of housing stock and tight capital reserves
• Loss of Federal subsidies (end of operating agreements)
Key Initiatives

• Family Shelter Diversion & Rapid Re-housing Pilot
• Community Homelessness Prevention Initiative (CHPI) Supportive Housing Re-design Project
• STEP Home Initiative for those most at-risk
• Out of the Cold response and planning
• Waterloo Region Housing Revitalization
• Community Wait List Review
• Affordable Housing Strategy

DOCS#1748418
Affordable Housing Strategy: 2001 - 2013

- Rental and Supportive units: 1,409
- Affordable Home Ownership: 310
- Rent supplement units: 343

Total: 2,062

+ Community Returns on Investment
New Affordable Housing Strategy: 2014 -2019
"TO ADDRESS THE HOUSING NEEDS OF AT LEAST 700 LOW TO MODERATE INCOME HOUSEHOLDS"

Creating new units – 350
• New rental 250
• Homeownership 100

Renewing existing housing – 350
• Repair & Revitalize 250
• Flexible Housing Assistance 100
Community Services:
Employment & Income Support Services
Housing Services

Questions?
• Public Health has recently identified a hepatitis C outbreak at a colonoscopy clinic in Kitchener that occurred in December 2013

• A Public Health investigation at the colonoscopy clinic was initiated when two newly diagnosed cases of hepatitis C were both found to have had a colonoscopy at the same clinic on the same day.
Hepatitis C Investigation

• Public Health routinely follows up on all new cases of hepatitis C to try to determine the source of infection and prevent ongoing transmission to other people.

• The genetic subtyping of these two cases showed that they were highly related to each other, which is strong evidence of patient to patient transmission.
Hepatitis C Investigation

- Hepatitis C is passed from person to person through contact with infected blood.
- Transmission can occur through sharing needles, sharing personal hygiene equipment (e.g. toothbrushes, razors) with an infected person, exposure to blood products before screening began in 1992, medical or dental practices with contaminated equipment, and tattoo or body piercing with unsterile equipment.
Public Health expanded its investigation by screening more patients and inspecting the clinic to understand:

- how transmission of hepatitis C could have occurred between the two patients that day
- to ensure that there was no ongoing risk of hepatitis C transmission
- to identify if anyone else had become infected that day so they could have proper diagnosis and treatment
All the patients who received care at the clinic on the same day were screened.

Tests revealed that a total of 5 out of the 13 patients have hepatitis C. The three additional cases were not previously aware that they had hepatitis C. These new results became available late last week.

It is not unusual for hepatitis C to be asymptomatic for decades before potentially causing serious liver damage.
• Inspection of the clinic revealed no evidence of current lapses in infection and prevention control practices

• It is very likely that transmission of hepatitis C that day was related to a lapse in infection control practice on that day

• The clinic continues to operate (no evidence of ongoing risk to patients)
Outbreaks of this type have been identified elsewhere in North America.

While the exact cause is not always found, it is often due to infection control lapses related to infusion and medication vial practices (i.e., a breakdown in infection control practices in a setting where medication vials and flushing solutions are used for more than one patient).

The endoscopy equipment has been ruled out as a source of transmission in this outbreak.
Public Health—prevent the spread of infectious diseases through the investigation of new cases of reportable diseases

College of Physicians and Surgeons of Ontario—develop and maintain standards for out-of-hospital premises, to ensure that services for patients are provided according to the standards
Roles

• Public Health has been sharing information and working closely with Public Health Ontario, the College of Physicians and Surgeons of Ontario and the colonoscopy clinic during this investigation

• Very collaborative with Public Health
December 24, 2013: Colonoscopy clinic (13 patients)

November 2014: Public Health initiates investigation of client with recently diagnosed hepatitis C - no risk factors found other than a colonoscopy procedure

November 2014: an additional recently diagnosed case of hepatitis C found to have colonoscopy on same day, same clinic

November 2014: investigation expands to include colonoscopy clinic (inspection, observation and interviews)

Late December 2014: genetic comparison of hepatitis C samples from the two patients reveals they are highly related

Early January 2015: investigation expands to include screening of additional patients and staff

Jan 29 and 30, 2015: hepatitis C found in 3 additional patients
Next Steps

• Continue investigation
• Public reporting
• Collaborate with the College of Physicians and Surgeons
• Keep Board of Health informed
• Ensure follow up of all cases (referral for treatment)
Frequently Asked Questions About Hepatitis C

Diagnosis and Testing

What is hepatitis C?

Hepatitis C is a chronic liver disease caused by the hepatitis C virus (HCV). An estimated 242,500 people in Canada are infected with HCV.

Why is hepatitis C a health concern?

While not identified until 1989, the hepatitis C virus has been around for a very long time. Many infected people do not know they have the virus because for most, there will be no symptoms and for others, the symptoms may not show up for decades. During this time, they can spread the infection to others. You may not know you have this infection until damage has already been done to your liver. That's why you need to know if you're at risk.

Your liver and why you need it

It's important to keep your liver healthy because it does a lot of things for you. It helps digest food and also stores vitamins and minerals. But most important, the liver acts as a filter for chemicals and other substances that enter the body. It is also important in the manufacturing of your blood and many proteins.

How can I know for sure if I have hepatitis C?

If you think you may be at risk for hepatitis C, you should consult your health care provider who may recommend that you take a simple blood test to determine if you have the virus.

What if the blood test is positive?

If you have a confirmed positive result, this means you have been infected with the virus at some point in time. It does not show whether your infection is new, how long you have had it, or if the infection is still present. Your health care provider may order a second blood test to confirm if you still have the virus and to find out how much of it is in your blood. Another test may also be done to determine the type of HCV you have.

A small number of people are able to get rid of the disease within six months. But when these people have a blood test, antibodies to HCV can show up. A second test is needed to find out if the virus is really there. In most cases, people with HCV
infection do NOT get rid of it. They will have HCV infection for the rest of their lives. If you have hepatitis C, your health care provider may suggest you see a specialist who knows a lot about liver infections. He or she will discuss your options for treatment with you.

**What can happen to people with hepatitis C?**

Because hepatitis C progresses slowly, most infected people experience no symptoms at all for many years after being infected. Therefore, they are unaware of their infection. This means that they may unknowingly spread HCV to others.

For those who experience symptoms, the most commonly reported include fatigue, lethargy, reduced appetite, sore muscles and joints, nausea, abdominal pain or jaundice.

In the majority of cases, hepatitis C progresses to a "chronic" stage which lasts for a long time. This can lead to "cirrhosis", which causes severe damage to the liver. A small number of people may get liver cancer.

**What are the signs of hepatitis C?**

Most people infected with HCV show no symptoms. As such, they are unaware of their infection and may spread the hepatitis C virus unknowingly.

For those who experience symptoms, the most commonly reported ones include fatigue, lethargy, reduced appetite, sore muscles and joints, nausea and abdominal pain. Some people have a yellow look to the whites of their eyes and skin. This yellow look is called jaundice.

**Is there a vaccine to prevent hepatitis C infection?**

Currently, there is no licensed vaccine for the prevention of HCV infection.

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### Transmission

**How is hepatitis C spread?**

The hepatitis C virus (HCV) is spread through contact with infected blood. This can happen if you:

- Ever, even once, shared needles (for injection drug use), straws (for intranasal use), pipes, spoons, cookers and other drug-related equipment. (This virus was around when
sharing such equipment was common in the 1960s and 1970s.) Cleaning with bleach may not kill the hepatitis C virus. Although partial effectiveness cannot be excluded, the published data clearly indicate that bleach disinfection has limited benefit in preventing HCV transmission;

Ever shared sharp instruments/ personal hygiene equipment with an infected person (e.g., razors, scissors, nail clippers, toothbrush);

Ever were exposed to HCV, both within and outside Canada, when universal precautions were not observed and/or during medical or dental practices that involved the use of contaminated equipment;

Ever got a tattoo or had body piercing or acupuncture where the operator used unsterile or homemade equipment or unsterile techniques;

Were pricked by a needle that had infected blood on it (this could happen in the workplace);

Were born to a mother who has hepatitis C;

Engaged in higher-risk sexual behaviours ( e.g., unprotected sex with an infected partner that includes contact with blood or exchange of blood);

Ever had blood transfusions, blood products, or organ transplant before 1992 in Canada.

Hepatitis C is NOT spread by casual contact, such as hugging, kissing or shaking hands, or by being around someone who is sneezing or coughing. The virus is not found in food or water.

**How can I avoid getting hepatitis C?**

The best way to keep yourself safe from hepatitis C infection is to take the following precautions:

Don't share needles, straws, pipes or any other drug-related equipment, ever;

Wear latex gloves if you are likely to be in contact with someone else's blood;

Follow safer sex practices ;
Avoid blood-to-blood contact during sexual activity;

If you get a tattoo, body piercing or acupuncture, ensure that all equipment is sterile. NEVER allow anyone to use homemade equipment on you or re-use equipment, including needles, ink or jewellery. Only fresh, single-use, disposable needles must be used and all other equipment must be disinfected and sterile. Cleaning with bleach may not kill the hepatitis C virus.

**Is it easy to get hepatitis C?**

If you live or work with someone who has hepatitis C, you will NOT get the disease from day-to-day contact. To get hepatitis C, you must share blood with a person who is infected with HCV.

**Can I get hepatitis C from having sex?**

Although HCV is not a sexually transmitted infection (STI), transmission can occur during unprotected sexual contact if the sexual activity involves blood to blood contact. In general, longstanding sexual partners need to be informed that although the risk of HCV transmission sexually is very low, it is not absent. Long-term monogamous couples should decide for themselves about routine condom/dental dam use.

People with multiple sexual partners should always practice safer sex, not only to protect themselves against HCV infection but to prevent getting STIs. Studies show that having multiple sex partners and being infected with HIV may increase the risk of hepatitis C infection.

**Is it possible that HCV could be transmitted through a mosquito bite or the bite of another blood-sucking arthropod?**

Hepatitis C virus has not been shown to be transmitted by mosquitoes or any arthropods.

**How long does the hepatitis C virus live outside the body?**

Recent studies suggest that HCV may survive on environmental surfaces at room temperature at least 16 hours, but no longer than 4 days.
Can I get hepatitis C from sharing...

**A hot tub with an infected person?**

There is no risk of transmission from sharing a hot tub with an infected person. Transmission of hepatitis C virus occurs through blood-to-blood contact. Both the infected person and the person sharing the hot tub would have to have open, bleeding wounds in order to allow for the possibility of transmission.

That being said, people infected with the virus should not share hot tubs if they have open wounds.

**Manicure and pedicure equipment?**

There is still a theoretical risk of transmission through manicure/pedicure equipment—essentially any item which might have infected blood on it. To date, there have been no reported cases of transmission from sharing pedicure or manicure equipment.

Still, all instruments used for foot and/or hand care should be cleaned followed by sterilization with steam under pressure, or dry heat, 6-25 percent hydrogen peroxide, peracetic acid, chlorine dioxide, or 6-8 percent formaldehyde. All items in contact with the blood stream, non-intact skin or membranes must be sterilized.

**Exercise equipment?**

There is no risk of transmission from sharing exercise equipment, unless infected blood is on the equipment. If there is blood on the equipment, it should be cleaned off using proper infection control procedures. The hepatitis C virus is not transmitted through sweat.

**How can we prevent hepatitis C in the workplace?**

The risk of hepatitis C infection can be significantly reduced by implementing infection control guidelines suitable for the specific workplace.

Infection control precautions are the first line of defense to protect workers from this virus and other blood-borne infections.

Originally developed for hospitals, universal precautions have been adapted to a wide range of workplaces. They apply to all situations where workers have risk of exposure to blood or certain body fluids.

Also, please refer to: Canadian Centre for Occupational Health and Safety (External link)
What if I have hepatitis C?

Avoid or limit alcohol consumption

There is no licensed vaccine to prevent infection with the hepatitis C virus. However, effective treatment involving a combination of medications is available. The effectiveness of the treatment depends on a variety of factors. Talk to your health care provider to see if treatment is right for you.

To prevent further damage to your liver, your health care provider may advise you to be vaccinated against hepatitis A and hepatitis B. Many provinces and territories provide these vaccinations at no direct cost to you.

If you have hepatitis C, you may infect others. To prevent spreading the virus:

- Don’t donate blood, organs for transplants, or semen for artificial insemination;
- Don’t ever share needles/syringes, spoons, drug solutions, water, filters, cookers, pipes, straws used for snorting drugs, and any other drug-related equipment;
- Don’t share sharp instruments/personal care items that could be contaminated with your blood (e.g. razors, toothbrushes, scissors and nail clippers);
- Cover open sores or breaks in your skin; and

Follow safer sex practices. In non-monogamous sexual relationships and for new sexual partners - use condoms/dental dams to protect yourself against potential exposure to blood. The risk of sexual transmission of HCV is low but not absent, particularly for those with more than one sex partner, if there is a concurrent sexually transmitted infection with open sores present or, during menstruation. In general, couples who only have sex with each other should be informed that the risk of hepatitis C being sexually transmitted is minimal but not absent.

Pregnancy and Breastfeeding

Does hepatitis C affect pregnancy?

There does not appear to be an increased risk of complications in pregnancy when a woman is infected with hepatitis C virus. Routine obstetrical care is recommended.

Can babies get hepatitis C from their mothers?

Yes, they can. Some studies show that, in general, between four to seven women out of 100 who have HCV might pass it to their babies at the time of birth. The risk
of transmission from mother to child may reach 36 percent in mothers who have a larger quantity of the hepatitis C virus in their blood and in those who are also infected with HIV

**Should a hepatitis C infected mother be advised against breastfeeding?**

Despite the fact that hepatitis C antibodies have been detected in colostrum and breastmilk, no case of transmission through breastmilk has been reported, and as such, breastfeeding is not considered a risk. Studies show that the chance of passing HCV from mother to baby during breastfeeding is highly unlikely. However, if the nipples are bleeding or cracked, it is recommended that breastfeeding be suspended until they have healed, since transmission can occur through blood.

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**Counselling**

**If I have hepatitis C, what can I do to live well?**

You may need to make some changes in your life. You should:

- Eat food that will keep you healthy
- Avoid or limit alcohol intake
- Avoid or limit smoking
- Consider treatment for hepatitis C. Discuss your options with your health care provider
- Get tested for hepatitis A, hepatitis B and HIV
- Get the hepatitis A vaccine if your blood tests show that you do not have protection against hepatitis A
- Get the hepatitis B vaccine if your blood tests show that you do not have protection against hepatitis B

**If someone in the household tests positive for hepatitis C, should others in the household get tested?**

The hepatitis C virus is NOT spread by casual contact, such as hugging, kissing or shaking hands, or by being around someone who is sneezing or coughing. HCV is not transmitted through food or water. If household members have shared items such as toothbrushes or razors, which pose a risk of blood contamination, then HCV
testing of other members in the household should be considered. It is important to avoid sharing personal hygiene items

**Management and Treatment of Chronic hepatitis C**

**What kinds of treatments are there for hepatitis C?**

Currently, the available treatments include a combination of antiviral medications. For individuals who are infected with the hepatitis C virus, careful assessment by a physician is required to determine if treatment is appropriate. The decision to treat and the effectiveness of treatment depends on a variety of factors. In recent years, new medications have been developed to treat hepatitis C. They are better tolerated and more effective than previous treatment regimens.

**Is it safe to use natural health products to treat hepatitis C?**

The popularity of natural health products has been on the rise in recent years, as people take a more active role in their own health.

Although some products have been touted as possible treatments for the hepatitis C virus, many other products have proven detrimental or harmful to those with any liver disease. Other natural health products interact with conventional medications, and can decrease or change the effectiveness of the drug. As such, persons infected with HCV should consult with their health care provider before using any natural health product. To date, no natural health product has been proven safe and effective for treating hepatitis C infection.

**What about a liver transplant?**

A liver transplant is not considered until the person experiences liver failure. The success rate of transplantation is at least 80 percent, but infection to the liver with hepatitis C will recur. Having a liver transplant also means that you will likely need to take medication for the rest of your life to prevent your body from rejecting the transplanted liver. A health care provider who specializes in liver diseases can provide you with more information.

**What happens if you don’t treat hepatitis C?**

It is difficult to predict as each individual is different. Approximately 15 to 25 percent of people infected with HCV appear to clear or resolve their infection without treatment. The majority (75 to 85 percent) progress to chronic infection. The course of the chronic disease is generally slow, without symptoms for two or more decades after infection. However, once symptoms develop, the quality of life generally decreases, with chronic fatigue, abdominal pain, and nausea being the main symptoms.
The hepatitis C virus attacks the liver, which causes inflammation. This inflammation causes scarring of the liver (called fibrosis), which in turn affects how the liver functions. The scarring caused to the liver can progress into cirrhosis, and makes the liver more susceptible to cancer. Approximately 10 to 20 percent of infected persons may develop cirrhosis after 20 years. It is difficult to predict when and how quickly the damage will occur in each person, and several factors can compound the damage, such as HIV co-infection, alcohol use, and infection after the age of 40 years.

**Is hepatitis C curable?**

When a healthcare provider prescribes treatment for a person infected with the hepatitis C virus, one of the goals is to reduce the person's viral load (the amount of the virus present in the blood) to undetectable and to sustain that reduction over time. If there is no measurable virus 6 months after completion of treatment, an individual is said to be a "sustained viral responder". Many specialists consider these people to be cured; however, there is no immunity to the hepatitis C virus. It's possible to be reinfected.