



Guelph CHC
growing healthy together

ANNUAL REPORT

2024-2025

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Message from our CEO and Board Chair

At Guelph CHC, we often say that health is more than just health care—it's housing, food, connection, and dignity. This past year, that belief guided everything we did. We met people where they were—whether that meant on the streets, in shelters, or at community hubs. Our staff and volunteers continued to show up with care and consistency, supporting families, newcomers, people experiencing homelessness and people who have been marginalized by systems. Our programs didn't just grow—they reached deeper into the community, building trust, safety, and hope.

We expanded access to primary care, health promotion, midwifery, harm reduction, and gender-affirming services. We supported families through prenatal and parenting programs. We launched new collaborations in housing, mental health, and substance use. And we continued to show that community health is about connection just as much as it is about care.

This year also brought profound challenges. In August 2024 we learned about the forced closure of our supervised consumption site due to provincial funding changes and new legislation restricting harm reduction services. Since its inception in 2018, our site had over 41,000 visits and reversed approximately 320 drug poisonings without a single fatality. The site was also an important, low-barrier doorway into more formal services, like addictions and mental health treatment. Its closure leaves a critical gap in our community's continuum of care.

In response, we have amplified our advocacy efforts. We have stood alongside partners and community members to voice the necessity of evidence-based harm reduction services. We have engaged in dialogues with policymakers, contributed to research, and participated in regional strategies to address the root causes of health inequities. Our commitment to advocacy is unwavering, as we strive to ensure that every individual has access to the care and support they need and deserve.

We know that many of the conditions affecting health—housing, poverty, racism, stigma—cannot be addressed in a clinic room alone. That's why we show up in council chambers, working groups, and community tables. Because our health equity work is grounded in a commitment to challenging unjust systems. As we look ahead, we carry with us the lessons of this past year: that systems can be challenged, that healing is possible, and that when we act together, we are capable of transformative action.

Thank you for believing in this work. Thank you for building this community with us.

With gratitude,

Melissa Kwiatkowski

CEO

Chris Merchant

Board Chair

Our mission, vision, values, and strategic aims

Guelph CHC provides clinical and community health services to those who have trouble accessing health care in Guelph and Wellington. We provide these services and care by reaching out to the populations and neighbourhoods we prioritize.

By removing health inequities, healthier and brighter futures are made possible for local residents.

Our staff, partners and greater community support and give our clients the right and ability to take charge of their own health.

This report showcases some of the work we have done this year toward our aims.



Mission

We reduce health inequities by providing interprofessional primary health services and community programs, focused on the populations we prioritize, in collaboration with community partners.

Vision

A community without barriers to health and wellbeing.

Values

Innovation
Accountability
Person-Centred
Health Promotion

Excellence
Sustainability
Accessibility

Strategic Planning Process

Throughout 2024-25, our organization engaged in a strategic planning process.

The resulting new mission, values, and strategic aims will launch in 2025-26 and form the basis of next year's Annual Report. The new plan will help us stay focused on our goals and make decisions for the next four years (2025-29).

The six-month process of developing the new plan was facilitated by Toward Common Ground. They helped us to engage leaders across the community, our clients, Board of Directors, and staff to better understand our values and how we explain our work.

Strengthening our culture of learning, humility, and growth

Human Resources

Throughout the 2024-25 fiscal year, we hired 68 new staff members and filled key vacancies in our leadership team: Finance Manager, Hive Supervisor, and Director of Operations. We also participated in the Canada Summer Jobs program, hiring 14 employees who gained experience while assisting our staff over the summer.

We conducted employee wellbeing survey touchpoints (in May, August, and December), and used the results to inform changes in our leadership team structure. These changes are underway in 2025-26.

Our staff deal with a lot of vicarious trauma and may experience significant grief and loss. This year we partnered with Wellington Guelph Drug Strategy to facilitate grief and loss support for employees working in the substance use community, to help build their tools and resiliency and also offer them a supportive community.

We also brought our Employee Assistance Plan onsite twice to facilitate critical incident debriefs. This offered staff access to a dedicated counselor who they could see in person, virtually, or over the phone to support their health and wellbeing.

Facilities

At The SEED Community Food Warehouse, we installed a forklift and pump lift for new stack shelving. With donor assistance, we also purchased a refrigerated, dock height truck, allowing us to more effectively meet new demand.

Community Health Care Pharmacy opened on our downtown site's main floor. This has greatly improved accessibility to pharmaceutical services for our clients.

Hive Health Services' space at 77 Westmount had a major renovation in 2024. The space now features the brand colours of the Hive and Guelph CHC. We added more clinical exam rooms and expanded facilities to include a counseling room, group meeting room, and a more visible reception area. The redesign also introduced increased natural lighting, noise-cancelling insulation, representative artwork, a fully accessible bathroom, a secure entry for client safety, and an upgraded phone system.



The SEED's new truck and donor



The opening of Guelph Community Health Care Pharmacy, April 2024

Primary Care and Allied Health (Shelldale and Downtown)

This year, we significantly exceeded our targets for both number of unique clients and number of service provider interactions. We had an increase in primary provider panel size, which increased service volume across the clinical team. Adding CAMP midwifery services has further supported performance and meeting our communities needs.

In addition, we were able to pilot many digital health improvements, including online booking and artificial intelligence (AI) scribe technology.

34,477

Encounters (Primary Care)

4,940

Clients served (Primary Care)

The Allied Health program at Guelph CHC primary health clinics offer three distinct supports: social work counselling, dietetic support, and health guide linking to care. All three programs are exceeding their target service provision goals. The outcomes of this year's service improvements include reduced weight time to see a counsellor from 12 months to 4 months, timely access to dietetic counselling within a month with increased access to cooking groups, and more readily available support to navigate the health care system and connect clients of the clinic to the essential services they require.

6,091

Encounters (Allied Health)

1,371

Clients served (Allied Health)



Cooking workshop social media graphic



Nursing staff at Shelldale

90%

of clients stated that they always/often were involved in decisions about their care

90%

of clients stated that they always/often feel comfortable and welcome at Guelph CHC

Delivering early help and prevention to children and families

Building resilience and helping children develop the skills to deal with life's challenges.



EarlyON had a great year as we continued to deliver our popular play-based programming to our community. One of the main quality improvement initiatives we led was the launch of a new sign in system that will make it easier for families to sign up for, register and view other EarlyON programs in our service delivery area. This system will also allow us to view trends and make decisions that will lead to better program delivery for families. We thank the County of Wellington in providing the new system and assisting with training and equipment.

1393

Avg. children served each quarter

11%

Increase

19,576

Total visits by children

18%

Increase

New Program: Village Finding

Village Finding launched this year. It's a new program of our Nurturing Neighbourhoods partnership with the Guelph Neighbourhood Support Coalition and Family and Children's Services.

Village Finding links families who need a village with caring volunteers who can provide practical assistance and support. Volunteers play a key role in reducing stress for caregivers and creating a more stable, nurturing environment for children. We look forward to expanding this program more in 2025-26.

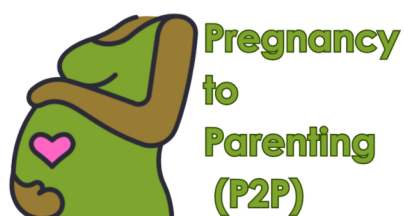


"I was matched to a volunteer who helped me to reorganize my kitchen. This seems like a simple task but since my husband's death it's been something that I have been unable to do on my own. Thanks to this volunteer things make sense in this room now and my kids are eager to help out more as they can now reach the dishes! This is a game changer in so many ways. Thank you so much!"

Village Finding participant



Staff set up for a Pregnancy 2 Parenting session



**Pregnancy
to
Parenting
(P2P)**

P2P facilitates connections between families and the resources available within Guelph CHC and the wider community. The program prioritizes critical areas for families, including food security, healthy relationships, nutrition, positive parenting, and breastfeeding.

This year we had some participants who are international students. We helped them to find pregnancy resources, prenatal vitamins, fresh food and invited them to weekly classes. We also linked them to get medical help through our CAMP Midwives, so they could finish their studies and have healthy pregnancies.

355

participants

44

sessions

Toward Common Ground

Toward Common Ground (TCG) is a partnership of social and health service organizations hosted by Guelph CHC.

As part of its work, TCG hosts the Community Resilience Coalition and their trainings, which is a group of community partners working to promote resilience by fostering positive experiences for children and youth and preventing and reducing the effects of early adversity.

At the end of March, TCG launched a new website and data portal to make community data accessible and useful to support evidence-informed decisions and collective action. <https://www.towardcommonground.ca/>



We Breastfeed and Chestfeed continues to connect with the new parent community online, as well as continuing to host weekly drop-in Cafes.

One parent was very hesitant to try breast pumping, and she decided to try it during the WeBC Café with her support person with her, as she felt it was a safe place.

We have a great partnership with our community Dietitian, Shin, who does a resource visit during the Café a few times a year to answer parents' questions about infant feeding.

370

participants

46

sessions

Building capacity in priority neighbourhoods

We continued to grow our impact in priority neighbourhoods. Our Peer Leader and Early ON programs continue to offer accessible opportunities for communities across the city. We have continued to strengthen our impact in Onward Willow in particular.

10 Shelldale

In June 2024, we along with our partners at Stonehenge Therapeutic Community and Kindle Communities, were thrilled to open the 32-unit supportive housing project at 10 Shelldale.

Residents moved in in summer 2024, and we have been supporting them with health care. We and our partners are looking forward to expanding this work to more supportive housing units around the city, with HART Hub funding.

Shelldale Farm Park

Our last data (2022-23) shows that Shelldale Farm Park continues to increase its impact. With 14 languages spoken by gardeners, it continues to be a place where sharing skills and growing food bring many diverse people together. 286 people were directly impacted by the garden and a further 180 indirectly benefitted, based on the number of people gardeners reported sharing food with outside their household.

The average annual volume of food harvested per gardener increased by around 72% from 2022 to 2023.

92.86%

survey respondents said they enjoy meeting new people

100%

survey respondents said their involvement had a positive impact on their family



The sign at the completed 10 Shelldale building



The 10 Shelldale partnership won the Not-for-profit of the year award from the Guelph Chamber of Commerce



Shelldale Farm Park gardeners and some crops

THE SEED

Shelldale Market

In 2024, we offered a sliding-scale market at Shelldale every Friday in partnership with Food Uniting Neighbours. This successful program saw...

1677 in-person transactions

493 pre-orders placed online for pickup

\$27,776 in sales (in person and pre-ordered online)

\$21,583 in savings (discounts and free food, in person and pre-ordered)

Our sliding scale market stall is now running year-round, indoors, at the Guelph Farmers' Market! This means year-round access to sliding scale prices and pick up options from our online store, downtown, on Saturdays.



Parent Outreach Worker at work

Parent Outreach Workers

Parent Outreach Workers (POWs) are a team of 4.5 full time workers embedded in Guelph neighbourhoods. They identify, engage, and provide one-on-one support to families with children (ages 0-18) who are isolated or may be experiencing challenges at home. This year, the POW program had a third-party evaluation which involved a large survey of participants.



Parent Outreach Workers

The POW program continues to achieve its intended outcomes. POWs...



improve access to community services



empower families



help to build a strong and resilient community

98%

of participants reported that their POW has helped them, their neighbours, or their neighbourhood as a whole

“

This program and these workers have such an amazing impact on each family they encounter [...] We love and appreciate our workers and couldn't do life without them.

Participant

Modelling person-centred and collective care

Students and Volunteers

Our teams have grown in the last year, and this has led to many new and exciting opportunities for students and volunteers. Volunteer hours increased by 15% this year, and student hours by 25%. We're so grateful to our community for continuing to volunteer their time, effort, and talents, and often referring their friends and family to us. Our organization would not have the impact it does without these contributions.

18

Students

5,707

Hours contributed

255

Volunteers

8,718

Hours contributed

This year we launched new programs supported by volunteers such as Social Space at Shelldale, Village Finding, and The SEED's increased surplus food and delivery work. New and exciting positions were also established, like:

- fundraising volunteer
- communications volunteer
- waste reduction and recycling volunteer



Volunteers pack Souper Heroes at The SEED warehouse



Client Advisory Committee members

Client Advisory Committee

This year the Client Advisory Committee (CAC) continued to provide valuable feedback and perspectives, which helps guide our work. The CAC's input improved new communication tools, provided a client voice to our strategic planning process, enhanced several policies and procedures, and encouraged staff led initiatives such as community naloxone training. The CAC began a monthly "Ask Anything" discussion with Guelph CHC leadership. This provides the opportunity for staff to hear client voices, concerns, suggestions, and for clients to receive updates on issues that are important to them.

Social Prescriptions (SRx)

Social prescribing has become one of our main health promotion strategies. It has scaled up, with our team growing from one health promoter to an additional three staff by 2024. Our team has been a leader in social prescribing implementation in Ontario, presenting at conferences and webinars and sharing key successes, challenges, learnings and templates. In October, we presented a poster at the Canadian Institute for Social Prescribing's conference. We're proud of our contributions to this growing field.



Social Prescribing team members

Healthy Living Peer Leaders

We encourage clients to join our Peer Leader volunteer program, where they (and community members) take on leadership roles. Peer leaders led zumba, yoga, cooking workshops, beginner English conversation groups, sewing and crafting, dance, and more!

"Thank you...I appreciate being part of this group. It's like a family. Everyone is so kind."

-Program Participant

265 Social prescriptions made in 2024-25
(60% increase from last year)

38 Primary care and allied health providers made social prescriptions
(58% increase from last year)

Top 3 reasons for SRx referral

social connections, food security, pet companion support

Fresh Food Prescriptions

With generous continued support from the Schad Foundation and The Sprott Foundation, and additional contributions from the Public Health Agency of Canada, The SEED's Fresh Food Rx program has the opportunity to continue and is growing into Phase 3. We will be doubling our capacity and will be providing accessible and nutrient dense food weekly to over 240 community members. In this phase, we are partnering with the University of Guelph and East Wellington Outreach Services to provide services to three locations- in Guelph and Wellington County. We are also working alongside the University of Victoria to evaluate and better understand the impact of this program and how it could be replicated in the future.

14 peer led programs

305 sessions

3,683 program participants
(65% increase from 2023-24)

CAMP (Community Access Midwifery Program)

In their full first year at Guelph CHC, besides providing care to clients, the CAMP team worked with many community partners and other teams. They hosted and attended several groups and classes. They were regular guest speakers at parenting programs, ran a monthly postpartum group for new parents who identify as racialized and/or newcomer, and hosted two regular drop-ins at Royal City Mission and Hope House. They also presented at two conferences: Perinatal Mental Health in the Margins, and Ontario West Midwifery.

18+

Community partners

CAMP worked with partners and other organizations to...

- facilitate training sessions (i.e. for Family and Children's Services and Guelph General Hospital)
- ensure unattached newborns born at Guelph General Hospital are connected with ongoing primary care upon discharge
- help design a national reporting system and quality assurance program for obstetrical care in Canada



The CAMP team

Hive Health Services

This year, The Hive launched a Client Advisory Committee (CAC) focused on gender-affirming care. The committee is rooted in lived experience and is central to improving culturally responsive care. We offer living wage honoraria to acknowledge the expertise of participants and support consistent engagement.

In partnership with Evenings & Weekends Consulting and the Guelph-Wellington Ontario Health Team, we co-led a regional Listening Campaign and Needs Assessment. Findings from over 60 participants spanning Guelph, Wellington, Dufferin, Grey, Cambridge, Kitchener, and Waterloo highlighted systemic barriers and opportunities to improve access, safety, and care for HIV+ and gender-diverse communities. This work will inform a regional collective strategy in 2026.



Staff at The Hive



Poster for HIV Client Advisory Committee

Engaging in collective action to advance health and wellbeing for all

Welcoming Streets

Welcoming Streets continues to help people and businesses in the downtown community with situations that don't need police, and engage with vulnerable people to connect them with services. The team provides crisis de-escalation, basic support, advocacy, accompaniment, referrals, information, and assistance completing forms.



20 de-escalation, anti-stigma, and naloxone trainings delivered

2,520 estimated calls for service in 2024

228 training participants

20% of calls from downtown businesses

In November 2024, the Guelph Public Space Use Bylaw was implemented. Throughout the process, Welcoming Streets staff acted as liaisons between City of Guelph Bylaw Services, Guelph Police Service, County of Wellington Housing & Social Services, Emergency Shelter Providers, and the community members encamped in St. George's Square. Staff met with people encamped to advise them of the timeline, resources being made available, and to help create and troubleshoot plans for people to relocate. Our team was an invaluable conduit for the flow of information and mitigating barriers to safely relocating community members. The contributions of WSI staff to this process helped to mitigate some of the negative outcomes seen in other municipalities implementing similar bylaws at the time.



Welcoming Streets staff members

Stay Sharp

Our team was proud to continue to provide this evidence-based harm reduction service at our 176 Wyndham street location. Staff continue to adapt to the ever-changing landscape of harm reduction while meeting the needs of the community. We are happy to support clients where they are at, and look forward to continuing this work in the future.

11,176 encounters (avg. 900+/month)

129,443 clean needles distributed



The SEED increased the number of schools we are serving from ~15 to over 60 that have placed food orders this school year. When a local business closed, we found an opportunity. Many schools now rely on our Wholesale program as a consistent and affordable source of nutritious food for their breakfast and lunch programs. To support the increased demand, we hired more staff, built a dedicated online Wholesale Shop, increased the types of products we distribute, and built trust in The SEED as a reliable partner. Many thanks to the Guelph Wellington Children's Foundation for their partnership in this work.

The SEED increased the amount of donated food received and distributed from \$1.2 million in 2023 to \$2.2 million in 2024. This dramatic increase was made possible through strategic investments in logistics and infrastructure—most notably the purchase of a 26-foot refrigerated truck, funded by United Way Guelph Wellington Dufferin. With expanded delivery capacity, The SEED was able to rescue and redistribute significantly more surplus food from regional suppliers, preventing waste and boosting access to healthy food across Guelph and Wellington. This demonstrates how operational investments can have transformative impact when aligned with community needs.

The SEED's collaboration with the Children's Foundation of Guelph and Wellington's Keep Kids Fed program has been nothing short of extraordinary. Together, we've worked to address food insecurity among kids in our community, ensuring that no children or youth goes hungry.

-Anita Civiero, Director of Keep Kids Fed, GWCF

More SEED statistics for 2024-25...

5,047	Groceries from The SEED (online store) orders
45+	non-profit partners accessing food each week
556	meals and muffins sold by Upcycle Kitchen

The SEED's newly wrapped truck



Health Hub

The Health Hub was established in 2021 to support clients with complex and overlapping health needs, with a focus on mental health and substance use services. Through this program, we provided a continuum of care across three treatment phases:

- Phase 1: Engagement – Low-barrier services aimed at building trust and connecting clients with the Health Hub.
- Phase 2: Stabilization – Targeted support to address urgent needs and help clients achieve greater stability.
- Phase 3: Comprehensive Care – Wraparound services designed to meet complex health and social needs, enhancing overall quality of life as defined by the client.

The program's goal was to deliver coordinated care that addressed clients' mental, physical, and substance use health.

As of April 1, 2025, due to a changing government mandate, our CTS and Health hub are transitioning into the Guelph Wellington Homelessness, Addiction, and Recovery Treatment (HART) Hub, in collaboration with multiple community organizations.

We have been able to find roles in the new model for all of our staff members. However, our clients and community are losing vital harm reduction services including supervised consumption. We expect this to be devastating for our community. We want to thank the staff team for offering not only a safe space, but also dignity, support, and hope. Your dedication has directly saved hundreds of lives.



CTS and Health Hub staff members

Consumption and Treatment Services (CTS)

Consumption and Treatment Services was an anonymous walk-in service offered 7 days a week to community members who use substances. Services included:

- a medically supervised space to consume substances
- harm reduction supplies, naloxone, health education
- space for supervised quiet activities
- foot and wound care, HEP/HIV/STI screening and other medical assessments
- access to drug testing technology
- connecting to income support, housing, social services
- support and referrals to addiction treatment, mental health supports, primary care, and other resources
- access to walk-in virtual addiction medicine

Since we first opened the original Overdose Prevention Site in 2018, our CTS had...

46,118	visits for consumption and wrap-around care
2,044	addictions services referrals
950	referrals to primary care
950	referrals for social services
871	referrals for mental health services
342	overdose responses
25	EMS calls
0	deaths

Truth, reconciliation and justice

This past year, we've strengthened our commitment to building a health system where dignity, justice, and equity are not just values, but practices lived every day. Guided by our Anti-Oppression Framework and Health Equity Work, we've made meaningful shifts across policy, training, governance, and client engagement to ensure our care is safer, more inclusive, and community-led.

Grounded in relationship, accountability, and change

In 2024, we launched an in-person Anti-Oppression 101 Training series, during three All Staff meetings with Kween Gerber. This accessible training supported our collective understanding of systems of power and the realities of marginalization.

We also updated our Workplace Anti-Violence Policy and introduced a finalized Smudging policy. These policy revisions prioritize our collective psychological wellbeing and the cultural safety of Indigenous staff, clients, and partners. New policies are in development to support broader Indigenous engagement, drawing on relational accountability, trauma-informed approaches, and Indigenous-led direction.

90% Of staff completed Anti-Oppression 101 training

Black Leadership and Equity in Action

In February, we marked Black Heritage Month with intention and action. Our team cohosted a Black Child and Youth Mental Health webinar in collaboration with the Guelph-Wellington Ontario Health Team, and on National HIV Awareness Day for Black Canadians we hosted a Lunch & Learn at the Hive clinic on addressing HIV care gaps for Black communities. Through programming, dialogue, and reflection, we uplifted the lived experience of Black community members and providers while highlighting systemic inequities that still persist.

Throughout the year, our internal Black Employee Resource Group (ERG) and client partners provided valuable insight that informed program adjustments, health supports, and community engagement strategies. Guelph CHC also expanded its leadership visibility during Black Heritage Month by promoting awareness internally and externally, amplifying local voices, and strengthening regional partnerships.

We know anti-oppression is not a checklist, it's a living, breathing commitment that must be held in relationship and shaped by those most impacted. We are deeply grateful to our staff, clients, partners, and communities who walk with us and push us forward. Together, we are building an equitable, decolonial and anti-oppressive future.

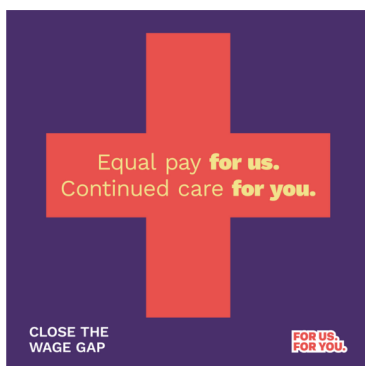
Advocacy

We used our advocacy framework to narrow our focus to the following issues for 2023-24:

- Addictions and mental health access
- Affordable housing
- Community resilience
- Food sovereignty and justice
- Gender affirming care
- Harm reduction
- Fair wages

Our staff Advocacy Committee has members who were very active in the community on behalf of our organization. Members were part of groups like the Community Resilience Coalition and Tiny Homes Coalition, working with other stakeholders to achieve our goals. We also coordinated efforts with our association, the Alliance for Healthier Communities, and Guelph Wellington Ontario Health Team to accomplish more, together.

In January, we refreshed our advocacy framework for the year and further coordinated the efforts of our clients, staff, leadership team, and Board of Directors with a proactive communications and advocacy calendar, which we have started using to coordinate activities. We also began work on a Board engagement calendar to ensure members are meaningfully connected to grassroots/local advocacy efforts and community partners, and can represent our organization at these events.



One 'Close the Wage Gap' social media graphic

Transforming how we engage

We began consultation on our forthcoming Client and Community Engagement Framework, an organization-wide tool that embeds trauma-informed, equity-centered, and Indigenous-led engagement practices across all of our programs and practices. This will enable:

- Engagement audits across program teams
- Onboarding tools and support systems for board, client advisors and staff
- Integration of sociodemographic data collection into program design
- Alignment of our advisory processes with reconciliation principles and the Truth and Reconciliation Commission's Calls to Action

This work is already informing real change from how we co-design programs, to how we measure equity impacts in evaluation and planning.

Harm Reduction and the Consumption and Treatment Services Closure:

In December, we supported a value-for-money audit request led by MPPs Clancy and Schreiner. We also presented to Guelph City Council in support of consumption and treatment services (CTS)- while municipalities have limited influence.

Fair Wages:

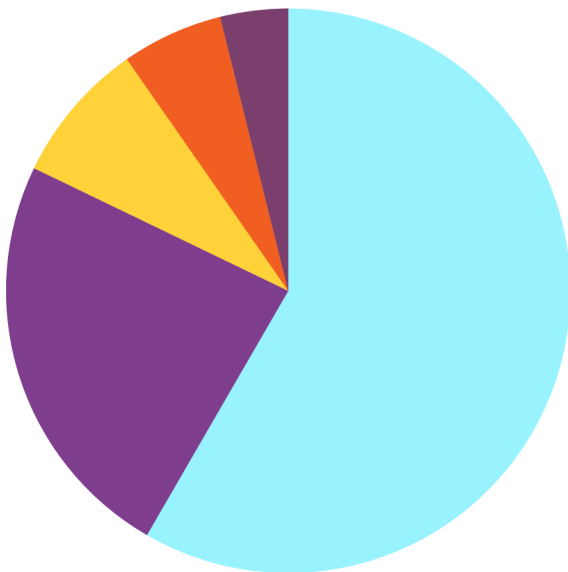
We participated in the Alliance's Close the Wage Gap campaign, #ForUsForYou. We engaged on social media, went to the Alliance's Queen's Park Day, wrote letters, made a budget submission, and signed a petition. We hope to see positive results of this work in the 2025 provincial budget.

Financial Statements

Guelph CHC is grateful for the generous support of dozens of funders and over 150 private donors this year. If you are interested in making a charitable donation, [visit our website](#) today. If you are interested in leaving a lasting memory we also hold a charitable endowment fund at the Guelph Community Foundation. Gifts invested into the Guelph CHC Endowment Fund support the sustainability of our programs and services.

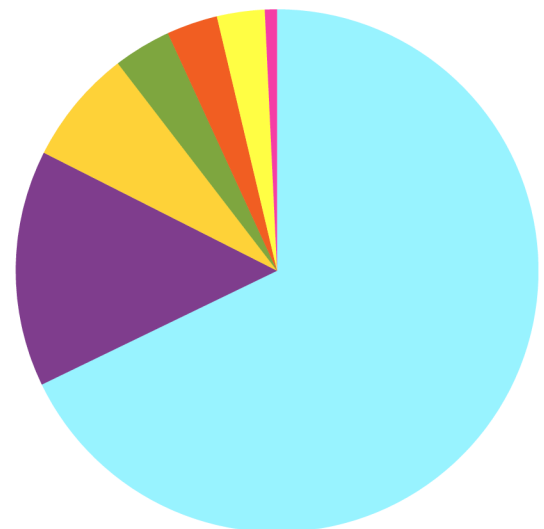
Revenue

- Ministry of Health 58% (\$10,819,965)
- Externally Restricted Funding* 24% (\$4,414,007)
- Health Canada 8% (1,513,661)
- City of Guelph/County of Wellington 6% (\$1,076,987)
- Other Income 4% (\$718,973)



Expenses

- Salaries & Benefits 68% (12,620,056)
- Supplies & Other 15% (\$2,721,241)
- Occupancy & Repairs 7% (\$1,325,582)
- Amortization 4% (\$662,691)
- Professional Fees 3% (\$587,486)
- Information Technology 3% (\$549,461)
- Meetings & Travel 1% (\$139,381)



* Externally restricted funding includes Nurturing Neighbourhoods, The SEED, Toward Common Ground, EarlyON, Wellington Guelph Drug Strategy, Clinical telemedicine, Welcoming Streets and Specialized Outreach Support

Looking ahead

As we move into 2025-26, we continue to adapt to changing needs in our clients and communities. Looking ahead, we are excited about many opportunities coming up and are resolved to continue in the difficult work ahead.

New policies are in development to support broader Indigenous engagement, drawing on relational accountability, trauma-informed approaches, and Indigenous-led direction.

The Guelph Wellington HART Hub will be up and running, and we will work with our partners to further integrate new services like crisis respite beds, withdrawal management beds, and an integrated crisis centre into the new model.

Our new Strategic Plan will go through a process of implementation and animation in 2025, including a rebranding process and updates to the website.

Due to intense flooding, our downtown site's lower level is undergoing some major renovations. We look forward to seeing the results as we build back better.

Some changes in our leadership team and restructuring of our teams will come into effect. We look forward to seeing ongoing organizational re-alignment of portfolios and areas of focus.

The SEED team will celebrate its 10 year anniversary in 2025, with events and community fundraising. The SEED expects to increase the number of outlets for Upcycle Kitchen meal sales, which will improve access to these meals.



Staff group at our staff retreat, October 2024



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