



## Greenway-Chaplin Community Centre

### Community Impact Report – July to December 2020

For over 30 years, Greenway-Chaplin Community Centre (GCCC) has supported this neighbourhood in Cambridge, Ontario. In June 2020, GCCC started a journey to deepen community connections.

We wanted to look at what we have that is great in our community and come together to create a neighbourhood plan that is defined by you (the community). Neighbours, business owners and service providers who live and/or work in the Greenway-Chaplin neighbourhood gathered on Zoom on June 16. During this session, they listened and shared thoughts around possible actions to take in their neighborhood.



A core group of neighbours and service providers continued to meet monthly between July and November. A community conversation survey was created and distributed electronically to gather feedback as COVID-19 gathering restrictions limited our in-person connections.

**Project Goal** – To develop a neighbourhood plan to help guide the utilization of Greenway-Chaplin Community Centre.

#### Here's what we heard (the narrative):

By December 2020, 64 community conversation surveys were completed.

- 56% were interested in working together to strengthen this community
- 43% of surveys were completed by female neighbours between the ages of 35-49.
- 30% of responders have lived here for 2-5 years or 10-24 years
- 33% feel connected to the people in this community

#### What do you value most about this community?



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519-623-4220



**Our Community Support Connections (a community agency who supports seniors) Student Robyn,** provided support to seniors to complete the survey by phoning them directly. She said that "it was challenging completing this community conversation survey over the phone with seniors living in the Greenway-Chaplin neighbourhood. [Robyn] had no volunteer opportunities available at this time. Overall the seniors highlighted the benefits of connecting with the children and youth in the community and they were interested in sharing their skills like knitting and baking." Greenway-Chaplin Community Centre staff learned again in 2020 that seniors in this neighbourhood are not connected to our agency. How can we reach out and support seniors in this neighbourhood especially as we continue through this pandemic? How can Greenway-Chaplin provide opportunities for seniors to give back to this neighbourhood? We are thankful to Community Support Connections and the services they provide seniors across the Region of Waterloo.

**What do you value about this community?**

"I value location, east of access for shopping and amenities, and the many community opportunities close by"

"The diversity: there seems to be a variety of household structures, age, cultures, socioeconomic status etc"

**In 2021 we will continue to connect with residents of all ages to continue gathering their hopes and dreams for this neighbourhood.**



**Stay connected with this project. Subscribe to our community e-newsletter here:**

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**GREENWAY-CHAPLIN COMMUNITY CENTRE**  
**NEIGHBOURHOOD ENGAGEMENT 2020**  
A deepening community journey

 <p style="text-align: center;"><b>MAY 2020</b> BRAINSTORMING</p> <p>Greenway-Chaplin staff work collaboratively with Tamarack Institute staff to build an neighbourhood engagement plan.</p>	<p style="text-align: center;"><b>APRIL 2020</b></p> <p>Greenway-Chaplin staff connect with Tamarack Institute staff to learn about Cities Deepening Communities Project</p> 
 <p style="text-align: center;"><b>JULY-OCT 2020</b> CREATION OF THE COMMUNITY CONVERSATION</p> <p>We needed ideas from everyone who works and plays in this neighbourhood. A virtual survey was created and distributed.</p>	<p style="text-align: center;"><b>JUNE 2020</b> FIRST NEIGHBOURHOOD MEETING</p> <p>20 neighbours and services providers met over Zoom to share what they loved and what their hopes were for this neighbourhood.</p> 
 <p style="text-align: center;"><b>NOW WHAT?</b> WHAT MIGHT THE NEXT STEPS INCLUDE</p>	<p style="text-align: center;"><b>NOV 2020</b> SURVEY THEMES</p> <ol style="list-style-type: none"> <li>1. Clean, safe, inclusive community</li> <li>2. Looking for more ways to get to know my neighbour perhaps at community events or volunteering</li> <li>3. Increase the welcome of all people and increase the diversity of community members as decision makers and board members at GCCC</li> </ol>

CONTACT: 519-623-4220  
EMILYJ@GREENWAYCHAPLIN.COM

# COMMUNITY ENGAGEMENT

A STEP-BY-STEP LOOK AT WHAT  
WE LEARNED IN 2020



## NEIGHBOURHOOD TEAM

GCCC neighbours, youth and staff, Community Partner Agencies, Funders and Tamarack Institute coaches gathered to learn and create a plan to reach out to our neighbours.

## COMMUNITY SURVEY

The Neighbourhood Team met over Zoom to create a community survey. Part 1 - Basic information about each neighbour. Part 2 - How would you like to be involved at GCCC? What gifts and skills do you have to share and would like to learn?

## REACHING OUT

The survey was going to be distributed by paper at in person events and programs but because of the pandemic restrictions it was changed to an online survey. Our community partners shared it with their clients and staff to increase the total responses.

## WHAT WE HEARD

Most neighbours were familiar with the GCCC services and they provided a list of skills they had and we were willing to share. Seniors in our neighbourhood were generally unaware of GCCC and some assumed the Centre was only for children.

## NEXT STEPS

Stay up to date on this project in 2021.  
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