



Social Operations

COMMUNITY CENTRE SERVICE REVIEW

Community Engagement Summary

2025-02-21

Land Acknowledgement

xʷməθkʷəy̓əm (Musqueam), Skwx̌wú7mesh (Squamish), and səlilwətał (TsleilWaututh) are the original stewards, the rights and title holders of their respective unceded territories, which include the lands on which Vancouver now resides.

The three Nations have inherent, constitutional and human self-determination and self-government. While these rights historically been overlooked by colonial governments jurisdiction, the City of Vancouver remains committed to reconciliation and supporting Indigenous rights through and ongoing action.

1 Project Outline

Carnegie Community Centre, Evelyn Saller Centre, Gathering Place and Oppenheimer Park have experienced major changes over the last several years. The purpose of this engagement was to understand what the community needs are today to prioritize and inform plans for the future.

The public engagement was open to community members in two ways. People were invited to participate through Focus Groups (March 6 – May 15) as well people were invited to share their feedback through a survey (July 22 - Sept.). Patrons were asked about specific programs and services to identify the most urgent needs, reduce disparities, and improve the outcomes for centre users.



2 Who we talked to



30 General & Demographic Focus Groups

- 245 patrons participated
- 15 community peer facilitators
- 250 hours of peer support



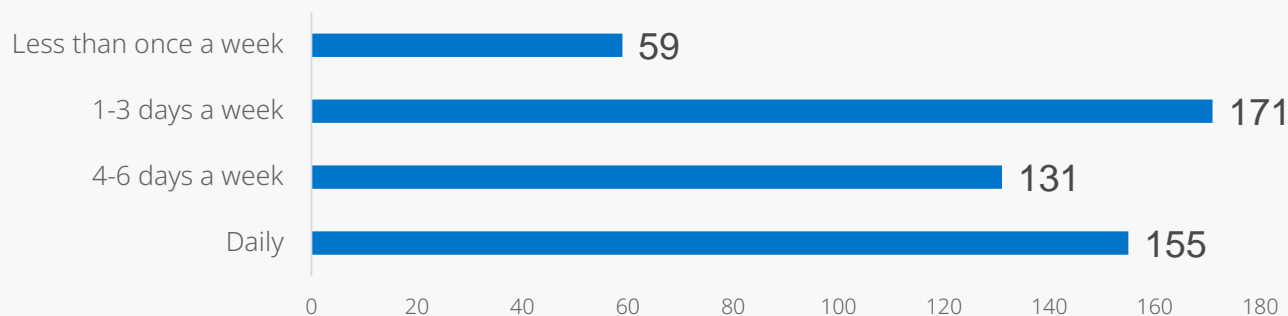
Community Survey

- 573 responses
- 100+ hours of dedicated staff outreach
- 92% of responses were from paper copies

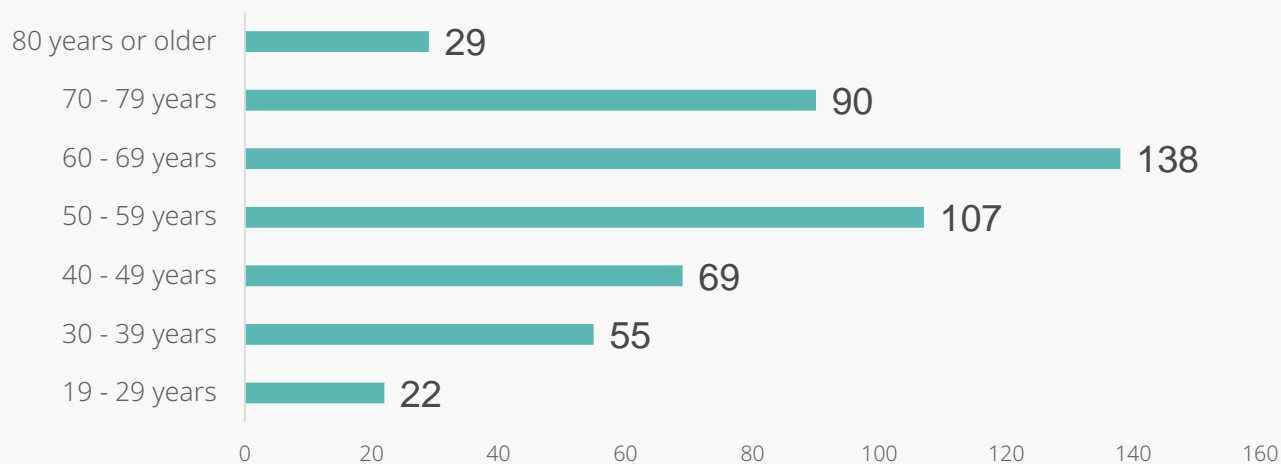
3 Survey Demographics



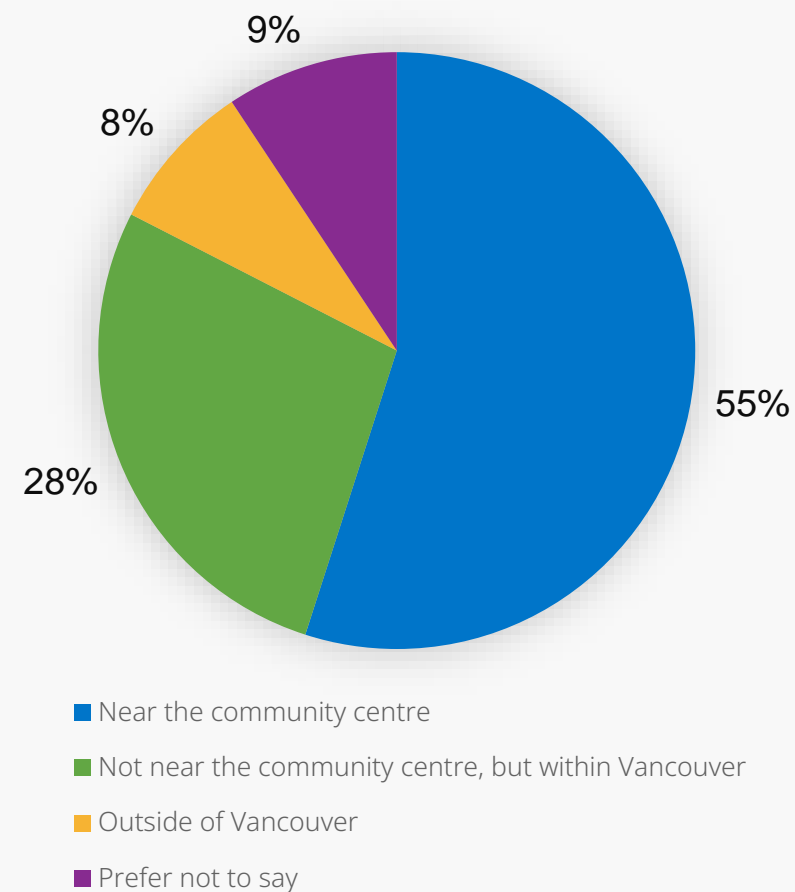
Frequency of Visits



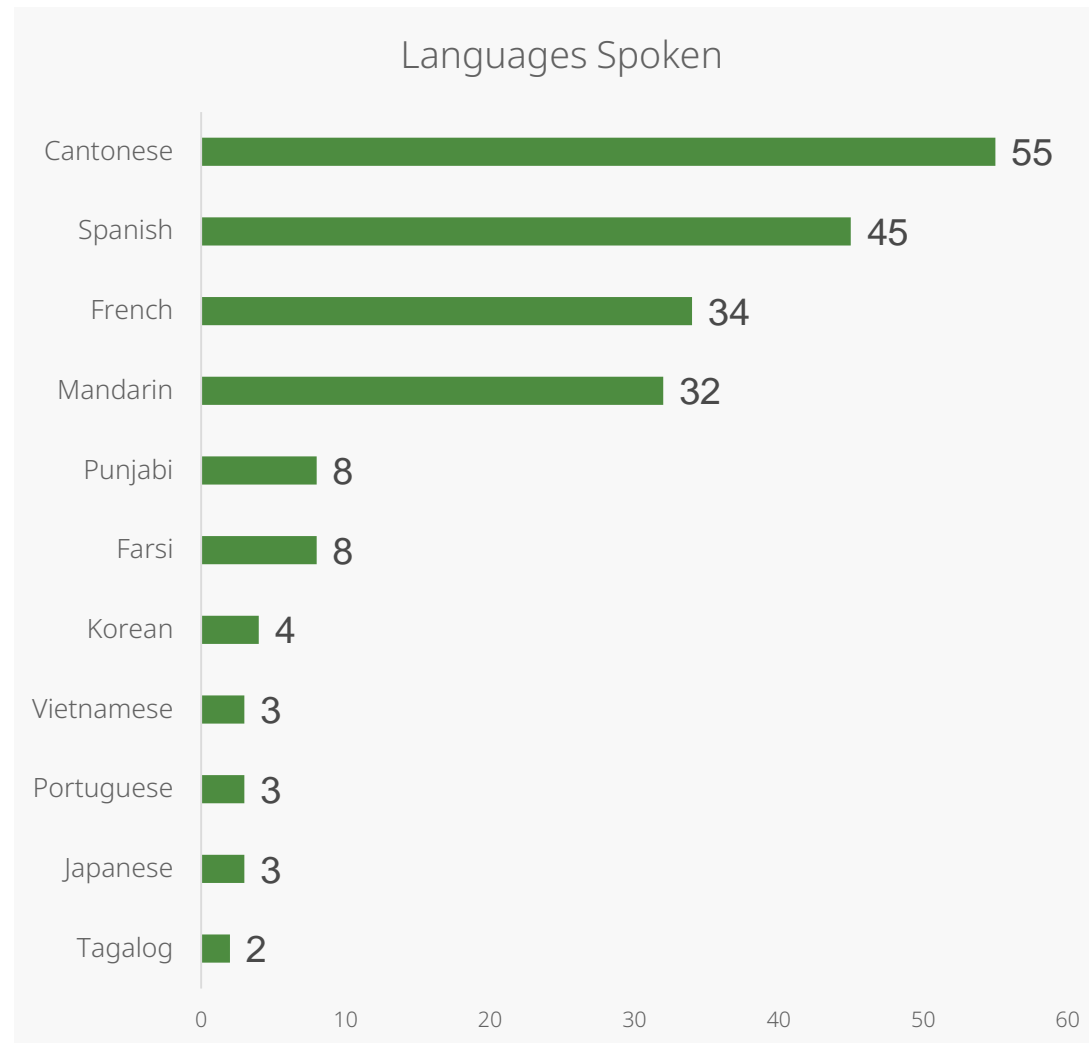
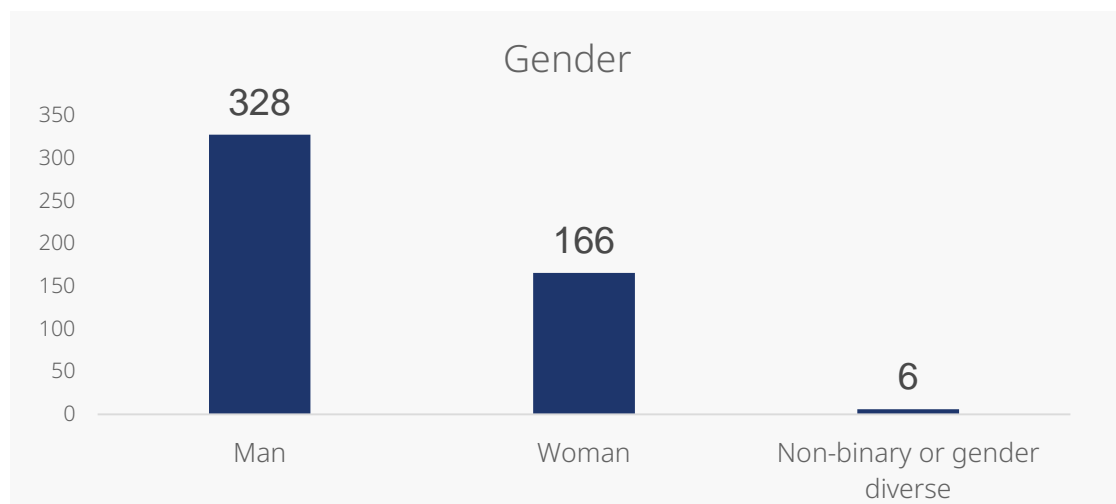
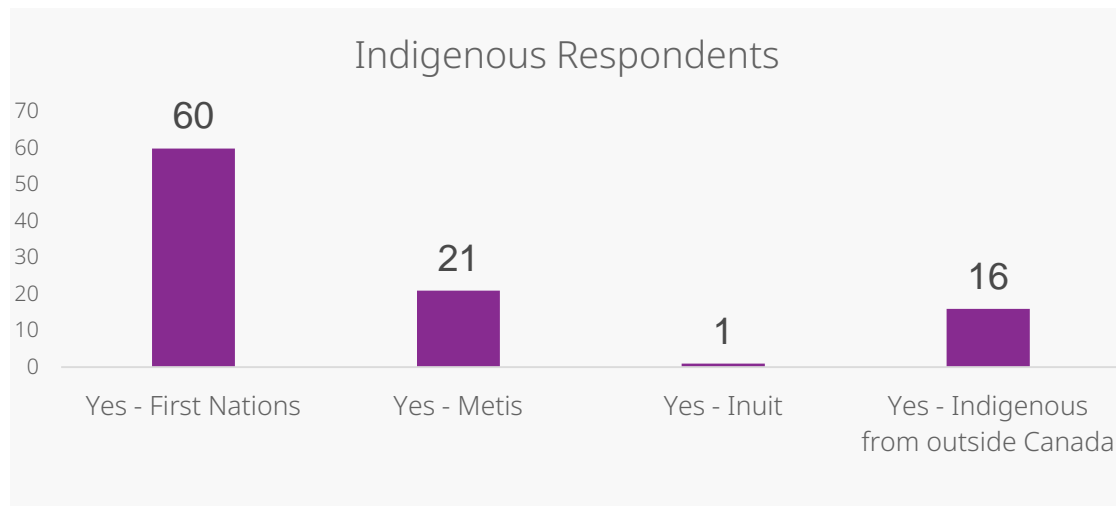
Age



Neighbourhood



3 Survey Demographics *(continued)*



4.1 What we learned

Positive Feedback

- Centers provide much needed services, opportunity for connection, and a “living room” like environment
- Centres have kind, non-judgmental staff, and a variety of programs; patrons emphasized the importance of free programs and volunteer opportunities
- Many patrons feel safe at the centres and believe teams can de-escalate issues
- Cafeterias provide good quality food for low costs that people rely on
- Shelter, laundry, and shower services, where provided, are well used; wound care clinics are popular when offered

4.2 What we learned

Suggestions

- **Programs:** Most commonly, patrons made requests for a broad variety of community programs – including culturally specific programs, out trips, support programs, all with good communication and consistency.
- **Cafeteria:** Specific types of meals or food items was a common request; many patrons want to see more variety.
- **Safety:** Many patrons expressed the desire for improved safety immediately outside the centre, and often in the washrooms.
- **Health Centre:** At Gathering Place & Evelyne Saller, expand capacity to provide more shower and laundry access.
- **General Requests:** Improving cleanliness, extending hours of several services, and improving disability & language access at centres, as well staff training opportunities

5 Other Comments

Comments that are outside the work of the Community Centre Service Review were collected. This information has been provided to the relevant City of Vancouver departments and external service providers. Comments included feedback from community about:

- Access to bathrooms
- Access to affordable housing
- Drug use
- Food insecurity
- Public safety
- Public health

Questions? Email SOServiceReview@Vancouver.ca