



Brampton Community Youth Hubs

Fall 2020 Consultations

Prepared for the City of Brampton



Prepared by LURA Consulting



Executive Summary

The City of Brampton is proposing two new Community Youth Hubs at Century Garden's Recreation Centre and South Fletcher's Sportsplex. To inform the design of these, a series of consultations were held between October 26, 2020 and November 23, 2020. This consultation report documents the input received during this time from Brampton's youth, youth serving organizations, and city staff. Through this consultation process, the City of Brampton engaged nearly 400 people through a series of virtual workshops and an online questionnaire.

The Century Garden's Community Youth Hub will adaptively repurpose an existing vacant lawn bowling facility into a 12,000 square-foot space specifically for youth. The site is centrally located within the City of Brampton, is adjacent to both Gordon Graydon Public School and the Century Garden's Recreation Centre. The South Fletcher's Community Youth Hub will repurpose a 750 square-foot space within the South Fletcher's Sportsplex that is currently vacant. Both neighbourhoods where the proposed Community Hubs would be located are identified by the Region of Peel's Neighbourhood Information Tool as having a lower well-being score, a large youth population, and several accessible transit options.

Feedback gathered through these consultations will be used to inform the development of conceptual designs for these two proposed Community Youth Hubs as the City of Brampton continues its work to make these spaces a reality. Throughout the consultation process, youth, youth serving organizations, and city staff identified several key themes that the Community Youth Hubs should work towards.

Vision

Participants envisioned the Community Youth Hubs as safe spaces for youth to spend time and to be themselves. Feedback from participants emphasized the opportunity for these spaces to serve as catalysts for personal development, growth, and creative exploration, as well as spaces that recognize the diverse background and cultural interests of Brampton's residents. In providing these opportunities to youth, the Community Youth Hubs should approach service delivery through an equity, diversity, and inclusion lens as one of its core principles to ensure all youth can see themselves reflected in the space and find opportunities for self-growth. Importantly, the Community Youth Hubs should be a place where youth feel they have the capacity to help shape a space that fits their interests and needs.

Programming

Participants emphasized the need for programming that is relevant and adaptive to the needs of youth today and into the future. Many youth prioritized programming to be focused on personal development, health and wellness (including an emphasis on mental health and wellbeing), and creative pursuits in their feedback. Participants identified that these programs should be available year-round and consider the calendar of events that typically guide the lives of youth to know when to offer programs that can

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support youth through school, work, and at home. Participants indicated that programs should be low or no cost to reduce barriers.

Design

The design of the Community Youth Hubs should create a welcoming atmosphere where youth feel at home, comfortable, and secure while they visit. Participants identified that it should be designed to be aesthetically pleasing. The spaces should consider the need for both quiet and louder spaces, while being purposeful in considering the interaction of these two types of spaces. Participants emphasized the need to be aware of the small details in the design of the space such as providing power outlets, charging stations, free Wi-Fi, well-illuminated indoor and outdoor spaces, and comfortable seating. w

Operating Model

Youth serving organizations identified that the Community Youth Hubs would benefit from a hybrid model of service delivery. Feedback from participants identified that an optimal model would be one where there is strong accountability over the space by an entity to keep implementation aligned with vision. The model should also have capacity to be flexible and adaptive to service delivery relevant to youth at a particular moment and constantly evolve to meet those needs.

Operating Hours

Participants identified weekday evenings and weekends during the day as important times for the Community Youth Hubs to be open, but more importantly to be consistent in when these spaces are open so that youth are aware when the space is accessible or not. Participants noted that operating hours should be mindful that youth of different ages (such as high school age youth and university age youth) may have different schedules to access programs and services in the Community Youth Hub.

Barriers to Participation

Participants identified several barriers that prevent them or their peers from participating in programs offered by the City of Brampton. Of the many barriers identified, lack of awareness of what is available, distance, and cost featured prominently as barriers to participation and should be considered for mitigation where possible to increase accessibility of the Community Youth Hubs.

Outreach

Participants indicated that while social media remains one of the best ways to reach youth, the City of Brampton should also consider focused outreach using print media and personal interactions with youth through volunteer ambassadors, city staff, or connections within schools to raise awareness about the Community Youth Hubs and City of Brampton youth programming more generally.

Additional detailed feedback is included in the following consultation summary report.

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1 Introduction and Purpose

The City of Brampton is developing two Community Youth Hubs at Century Gardens Recreation Centre and South Fletcher's Sportsplex with support from the Region of Peel to better serve its youth¹.

The City of Brampton has one of the fastest growing populations in Canada. In 2016, Brampton had a total population of 593,368, an increase of 13.3 per cent from 2011. The City of Brampton is also one of Canada's youngest cities with approximately 130,600 residents (22% of total city population) falling in the age bracket of 14 to 29. Brampton is also a very diverse city, with over 52% of Brampton residents born outside of Canada. To help support its youth population, the City of Brampton is proposing two designated Community Youth Hub spaces at Century Gardens Community Recreation Centre and South Fletcher's Sportsplex.

With an equitable and inclusive approach to developing and delivering programs and services, the City looks forward to creating a safe space for youth from all walks of life to connect with each other, inspire ideas and access community supports enabling them to develop to their fullest potential.

1.1 Purpose

Through a series of consultations with Brampton youth, youth serving organizations, and city staff, the City of Brampton sought to understand:

- An overall vision of what the Community Youth Hubs should be;
- What kinds of programs and services are important to youth to access through these spaces;
- How the Community Youth Hub spaces should be designed to best serve youth needs and desires for the space;
- Opportunities and challenges associated with different service delivery models the Community Youth Hubs might employ; and
- Additional barriers that limit youth participation in the City of Brampton's programs.

By understanding these qualities, the City of Brampton will use this information to help architects to undertake subsequent design stages of the Community Youth Hubs, responding to what has been heard through this consultation process.

2 How We Engaged

The project team consulted with three broad consultation interest groups through the Community Youth Hubs consultation process to gather a variety of perspectives on how

¹ The City of Brampton defines "youth" as any person ages 14 to 29 years old.

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the City of Brampton can work towards creating meaningful spaces for youth to visit. These consultation interest groups were:

- **Youth** who reside in Brampton and who are primarily between the ages of 14 to 29.
- **Youth Serving Organizations** operating in Brampton who currently work with youth, providing a diverse array of services that support youth; and
- **City of Brampton staff** who interact directly with youth through City programs and other City staff in divisions where youth interact with services provided by the City of Brampton.

To consult with these consultation interest groups, the project team employed three consultation tactics to provide information on the proposed Community Youth Hubs and gather information on the vision, programming, design, and operating model of these spaces.

2.1 Workshops

Workshops were organized with the three consultation interest groups to create focused opportunities to discuss ideas for the Community Youth Hubs. All workshops followed a general format which included a presentation to contextualize the Community Youth Hub projects followed by breakout group discussions to discuss participants' visions for the Community Youth Hubs, programming opportunities, and design opportunities. Additionally, Youth Serving Organizations were asked questions about potential operating models for the Community Youth Hubs.

Table 1. Workshop Participation

Consultation Interest Groups	Workshop Attendance
Youth	123
Youth Serving Organizations and Groups in Brampton	51
City Staff	37
TOTAL	211

2.2 Online Questionnaire

Online questionnaires were created using MetroQuest and Survey Monkey (accessible version) to gather additional insights on the programming and design opportunities for the Community Youth Hubs and gather further information about the user experience of the projects. An accessible version of the questionnaire was also offered through Survey Monkey. The online questionnaires were open to receive feedback from October 26, 2020 to November 23, 2020.

Approximate geographic distribution of questionnaire respondents was collected and is summarized in **Appendix A**.

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Table 2. Online questionnaire participants

Consultation Interest Groups	Completed Questionnaires
Youth (14-29)	109
Youth Serving Organizations and Groups in Brampton	14 ²
City Staff	2
Other adults	5
Not specified	51
TOTAL	185

2.3 Instagram Polls

The City of Brampton used its Instagram account to gather additional feedback on the programming and design of the Community Youth Hubs, replicating the questions posed by the online questionnaire to suit Instagram’s platform.


Table 3. Instagram poll dates and response rates

Poll Number	Poll Date	Poll Type	Poll responses
1	October 29, 2020	Programming	160
2	October 29, 2020	Programming	180
3	November 5, 2020	Timing	129
4	November 10, 2020	Participation Barriers	142
5	November 10, 2020	Participation Barriers	122
6	November 10, 2020	Participation Barriers	108
7	November 19, 2020	Design	180
Total			1021

2.4 Communication Tactics

The project team employed a variety of communication tactics to reach the consultation interest groups, summarized as follows:


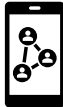


Table 4. Communication Tactics

Communication Tactic	Tactic Detail	Reach ³
Project Webpage 	A dedicated webpage was developed within the City of Brampton’s website to act as an integrated platform for all project related information, workshop	Reached 1148 page views

² Five (5) questionnaire respondents in the Youth Serving Organizations category identified their age as between 14 and 29 years old.

³ For the purposes of outreach activities, “reach” is defined by the number of individual (unique) users who interacted with outreach content.

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Communication Tactic	Tactic Detail	Reach ³
	registration, and online questionnaire.	
Media Release 	<p>The City of Brampton issued a media release at the start of the consultation process to raise awareness about consultations with youth serving organizations and youth on the future of Brampton’s Community Youth Hubs.</p> <p>The media release was translated into the top 10 most spoken household languages in Brampton and French.</p>	<p>Reached 259 media outlets including:</p> <ul style="list-style-type: none"> • 137 mainstream media outlets • 122 ethnic media outlets <p>Of these media outlets 195 received translated versions of the media release</p> <p>2 media interviews</p>
Social Media 	<p>The City of Brampton used its Instagram and Twitter accounts to raise awareness of the youth-focused workshops and the online questionnaire.</p> <p>Instagram was also used to gather feedback through polls held throughout the consultation period.</p>	<p>Reached Over 24,000</p>
Other Media 	<p>A promotional video with Mayor Patrick Brown and Councillor Santos was created and shared online.</p> <p>Digital tiles were displayed on screens in City Hall, Garden Square, and recreation centres.</p>	<p>Reached <i>No data available</i></p>
Targeted Outreach to Youth Serving Organizations and Youth Groups 	<p>The City of Brampton reached out to the list of youth serving organizations and youth groups in Brampton that were initially identified in the preliminary business case for the Community Youth Hubs. Youth serving organizations were invited to attend one of the two sessions for them, and were asked to let their</p>	<p>Reached Over 120</p>

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Communication Tactic	Tactic Detail	Reach ³
Total Reached	program participants know about the three youth-focused sessions.	Over 25,000

3 What We Heard

The following section provides a summary of what we heard and is organized into sub-sections highlighting the vision, programming, design, and operating model of the Community Youth Hubs. These sub-sections are organized first by common themes summarizing feedback that was consistent across the three consultation interest groups, followed by unique perspectives raised by each of the consultation interest groups. Additional sub-sections, such as detailed participant feedback on operating hours, barriers to participation, and outreach tactics were also identified.

3.1 Vision

The following section highlights key themes that emerged through the virtual workshop discussions dealing with the vision of what the Community Youth Hubs will provide for youth in the City of Brampton. The section is organized by common themes that emerged across all three consultation interest groups and then by unique perspectives raised by each group.

3.1.1 Common Themes: Vision

Across conversations with the three consultation interest groups, several common themes related to the vision of the Community Youth Hubs emerged, including:

- **Safe space:** Creating a safe space that is welcoming and non-judgemental. Youth can occupy a space that they feel is created for them and that they are welcome to be there as long as they desire. A space where they can be authentic, without fear of being reprimanded or policed – this is particularly important for racialized, Indigenous, and Black youth. The Community Youth Hub should strive to create safe, consistent, and trusting relationships between peers and staff. Efforts to increase the physical safety of youth seeking to access the Community Youth Hubs should also be considered, especially in outdoor spaces near the building and through the routes youth take to reach the hubs.
- **Exclusive access for youth:** Ensuring the space is youth-focused and responsive to youth needs, adapting to those needs as they evolve over time. It is also importance to provide exclusive access for youth to these resources.
- **Personal development:** Providing a space for youth to continue their personal development through diverse learning opportunities, skill-building opportunities,

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and access to resources (such as technology or services) that may not be readily available to all youth. This may include both paid and volunteer opportunities as well as opportunities to develop existing talents, learn new skills, and exchange ideas.

- **Networking:** In addition, the hubs should be a place to create connections and networking opportunities to connect with sponsors, build positive relationships, and strengthen and leverage relationships with schools.
- **Equity, diversity, and inclusion:** The space should be programmed with these principles at the forefront so that all youth can access the Community Youth Hubs and feel that the space embodies their interests, backgrounds, and aspirations. The Community Youth Hubs need to provide access and programming that caters to individuals of different abilities.
- **Creative:** Have space to express artistic talent and creativity, and innovation.
- **Promote healthy and active environment:** Consider opportunities for approaching healthy and active environments through alternative forms to activity beyond sports and gyms, such as community gardens, fitness programs, healthy eating courses, and cooking.

3.1.2 Vision Ideas from Youth

Youth identified the following themes related to their visions for the Community Youth Hubs:

- **A welcoming and supportive environment:** Have staff play an active role in creating a welcoming and supportive environment through attentive, aware, and involved interactions with youth. Staff should be reflective of Brampton's youth. Having youth present as part of the staff team would help these spaces feel more authentic and relatable, but that some adult presence would be beneficial to provide a sense of security.
 - **Move from accommodating youth in places to creating places for youth:** The Community Youth Hubs should carve out a new type of place that moves from accommodating youth in public spaces to creating spaces specifically for youth.
 - Participants noted the libraries are free but are too prescriptive in the behaviour that is expected (quiet work) and close too early.
 - Participants noted that recreation centres offer a variety of structured programs for youth to access however many are sports-focused or fee-based making them either not interesting or financially inaccessible.
- Mental health services:** Mental health services are currently a gap in service provision for youth, and were identified as a priority for the Youth Hubs by youth during consultations. Youth require a large and safe support system.
- **Well-designed:** The Community Youth Hubs should be aesthetically pleasing and authentic in their design to appeal to youth to want to be there. Youth frequently referenced the paramount importance of well illuminated spaces that balance natural and artificial lighting.

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3.1.3 Vision Ideas from Youth Serving Organizations and Groups

Youth serving organizations identified the following themes related to their visions for the Community Youth Hubs:

- **Affordable:** Having low/no cost options as affordability is a barrier for many youth.
- **Flexible:** Provide a mix of bookable and non-bookable spaces so that the space can be flexible, adaptive, and responsive to evolving needs over the short-term and long-term.

3.1.4 Vision Ideas from City Staff

City of Brampton staff identified the following themes related to their visions for the Community Youth Hubs:

- **Leadership and collaboration:** The best youth initiatives are youth-led with hands-on programs/activities that provide opportunities for leadership and collaboration among youth.

3.2 Programming

The following section highlights key themes that emerged through the virtual workshop discussions and online questionnaire responses to questions regarding the types of programming the Community Youth Hubs can provide for youth in the City of Brampton.

Questionnaire respondents were asked to rank the top three types of programs they would like to access at the Community Youth Hubs. The results of this ranking are represented in Figure 1. The blue bars show the number of responses received where participants attributed a rank of 1 to 3 to the priority, indicating the general level of interest in that topic area. The yellow dots show the average ranking for each response. It is important to note that a lower average represents top priorities (i.e. the lowest

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average rank is the one closest to 1). Figure 1 demonstrates that the top three priorities as ranked were:

1. Professional development programs;
2. Recreation programs; and
3. Health services.

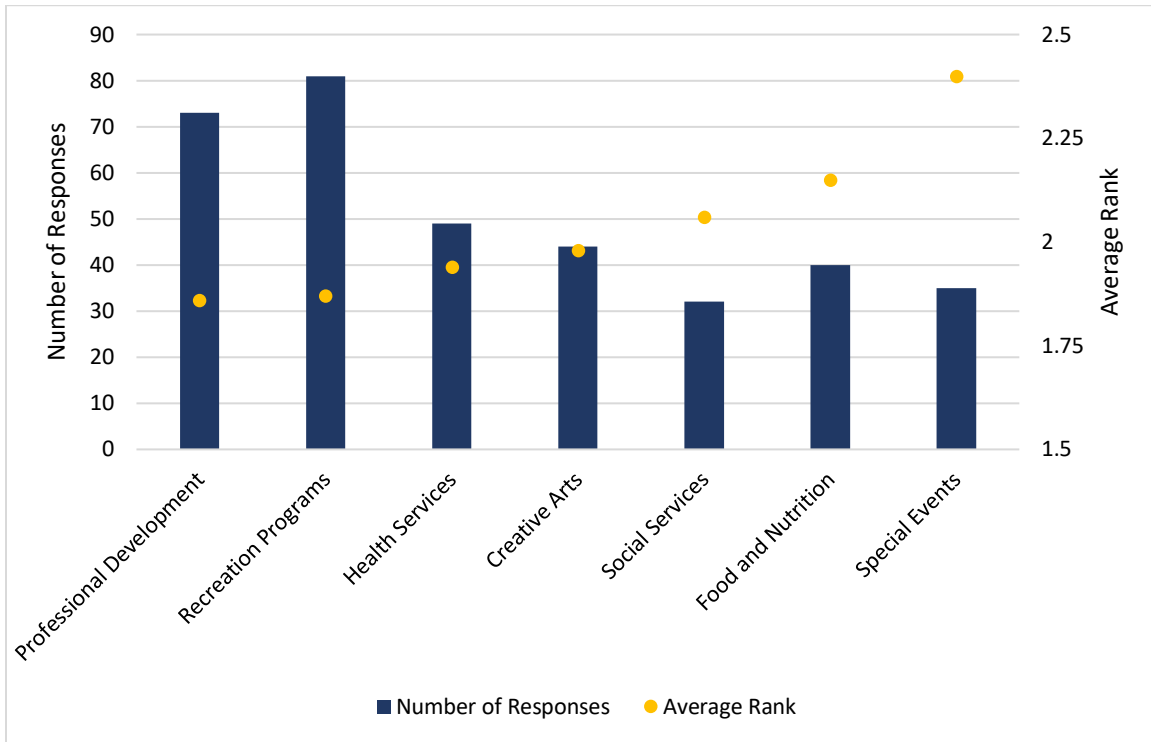


Figure 1. Ranked Priorities for Community Youth Hub Programming

Additional feedback on the types of programs that could be offered at the Youth Hubs is outlined as follows, separated by consultation interest group.

3.2.1 Common Themes: Programming

Across conversations with the three consultation interest groups, several common themes related to the vision of the Community Youth Hubs emerged, including:

- **Inclusive Programming:** Programming should ensure equitable access to all regardless of physical ability and socio-economic background while also recognizing the diversity and evolving interests of today’s youth. Programs should be developed by asking youth what they want to engage and participate in on an ongoing basis to better understand these interests and needs.
- **Education Preparedness, Professional Development and Life Skills:** Participants across all discussions identified a multitude of programming related to education preparedness and professional development, including:
 - Having mentorship program and counselling services available in either individual or group settings was identified as an aspect of programming

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youth would like to see. This could also include an element of providing networking opportunities by inviting local mentors or guest appearances from impactful individuals in Brampton's community.

- Offering programs that help them apply for and prepare for post-secondary educational opportunities.
- Developing job search skills (such as contacting companies, resume writing workshops, mock interviews, and networking tips).
- Provide programs that allow for ongoing skills development in areas youth already pursuing and want to develop further in their spare time through ongoing practice (some examples cited included coding and Adobe creative suite).
- Life skills programming such as promoting financial literacy.
- **Language Programs:** Language programs could be offered to assist newcomers that require assistance with English as a second language, such as reading, writing, and verbal communication skills. Others suggested language programs so that they could learn other languages spoken in the community. Moreover, it was suggested to have staff that can speak different languages to assist new immigrants and refugees.
- **Mental Health:** Mental-health related programming was suggesting, including those related to substance abuse/addiction, COVID supports, and mental health generally. It was suggested to consider on-going efforts that destigmatize mental health and normalize casual conversations about the topics surrounding mental health, public education and offering periodic check-ins with youth that attend the Community Youth Hubs on a regular basis.
- **Leadership and Skills:** Offer programs to build, develop and demonstrate leadership skills.
 - This may include opportunities for youth to get involved in leading programs at the Community Youth Hubs for other youth. Participants consistently referenced representation by youth in the development and leadership of programs contributing to a more relatable, safer, and fulfilling program experience.

3.2.2 Programming Ideas from Youth

Youth identified the following themes related to programming the Community Youth Hubs:

- **Partner with local youth clubs and groups:** Local partners can develop programs that are interesting for youth and help them develop new skills/discover their interests.
- **Art Programs:** Provide art supplies and programs to express and build artistic talents, fostering a culture of creativity and exploration.
- **Clubs:** Create opportunities for youth to identify relevant and meaningful clubs based on their interests. Some of the clubs that were discussed through feedback included math, science, art, sewing, gardening and writing clubs.

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- **Year-round programming:** Programming at the youth hub should take place throughout the year and be aware of and aligned with cycles of activities found in youth calendars such as exams and vacations. Program selection should consider what supportive services youth may need at these times.
- **Health and wellness:** The Community Youth Hubs should fill a health and wellness gap that provides inclusive and different types of health and wellness programming beyond simply organized sports. Participants identified that health and wellness can assume a variety of forms such as fitness classes, mindfulness, meditation, and healthy eating.

3.2.3 Programming Ideas from Youth Serving Organizations and Groups

Youth-serving organizations identified the following themes related to programming the Community Youth Hubs:

- **Unique Program Opportunities:** Programming should avoid duplicating what is already available through the City of Brampton or external youth serving organizations by offering unique programs that respond to local conditions, interests, and needs.
- **Homework help program/tutoring:** Offer free tutoring services with help of volunteers and assistance with completing homework.
- **Events:** Support youth to participate in events that allow them to express their talents such as:
 - Open-mic nights, spoken word, skits and small performances, poetry readings.
 - Dance and singing performances.
 - Talent shows.
- **Free teaching lessons for a wide range of activities:** Participants expressed awareness of interest in programs such as dance classes, cooking, music, and yoga among youth they work with.

3.2.4 Programming Ideas from City Staff

City staff identified the following themes related to programming the Community Youth Hubs:

- **Flexible:** Create a flexible space for evolving uses, but also have allocated times for certain activities.

3.3 Design

The Century Garden's Community Youth Hub will adaptively repurpose an existing vacant lawn bowling facility into a 12,000 square-foot space specifically for youth. The site is centrally located within the City of Brampton, is adjacent to both Gordon Graydon Public School and the Century Garden's Recreation Centre. The South Fletcher's Community Youth Hub will repurpose a 750 square-foot space within the South Fletcher's Sportsplex that is currently vacant. Both neighbourhoods where the proposed Community Hubs would be located are identified by the Region of Peel's

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Neighbourhood Information Tool as having a lower well-being score, a large youth population, and several accessible transit options.

The following section highlights key themes that emerged through the virtual workshop discussions and online questionnaire feedback dealing with potential design features for the Community Youth Hubs. This section is organized by common themes that emerged across all three consultation interest groups and then by unique perspectives raised by each group.

3.3.1 Common Themes: Design

Across conversations with the three consultation interest groups, several common themes related to the design of the Community Youth Hubs emerged, including:

- Green design and sustainable materials;
- Visually appealing;
- Flexible space;
- Secure space;
- Design elements that embody accessibility and inclusivity for all;
- Table and arcade games space;
- Charging stations and strong, accessible internet;
- Bright, open-concept spaces;
- Entertainment space (for TV, movies, and video games);
- Bookable and non-bookable rooms; and
- Eating area/kitchen.

Furthermore, through the online questionnaire participants were asked to prioritize various design features related to the overall youth hub spaces, seating areas, lighting and atmosphere, and outdoor elements. Participants were asked to prioritize these design features using a scale from 1 to 5 where 1 signifies “Strongly Dislike” and 5 signifies “Strongly Like”. The results of this prioritization exercise are summarized in Figures 2, 3, 4, and 5.

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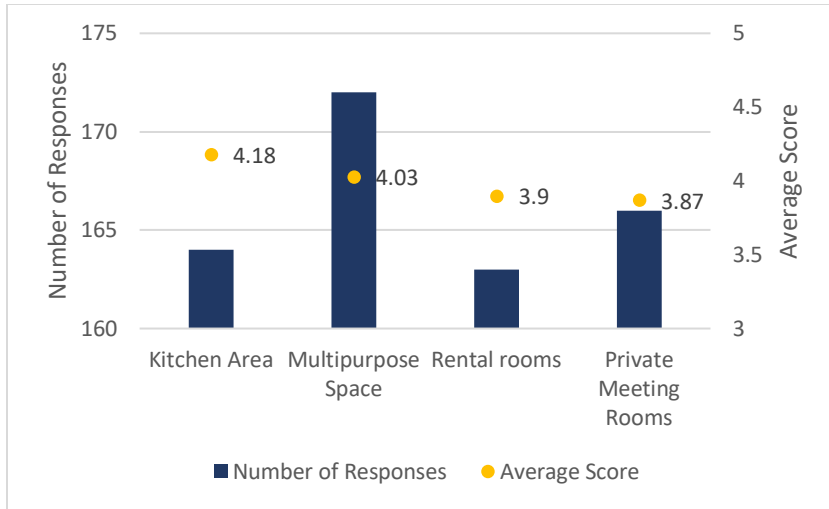


Figure 2. Scored Priorities for Youth Hub Spaces

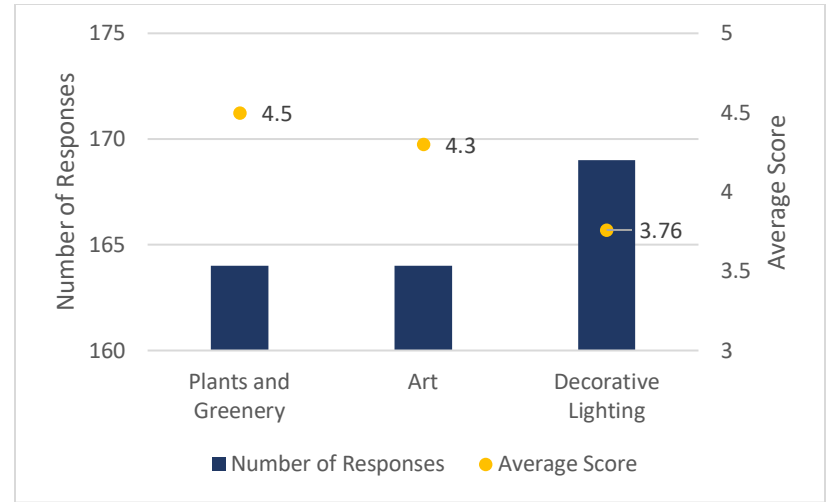


Figure 4. Scored Priorities for Lighting and Atmosphere

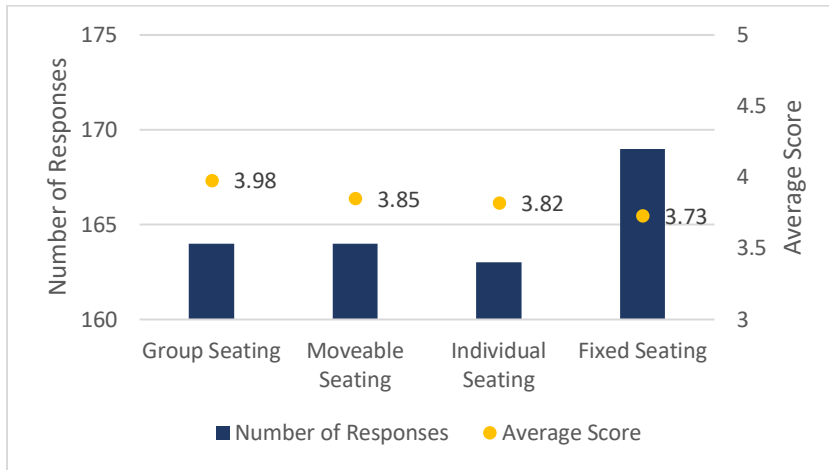


Figure 3. Scored Priorities for Seating Options

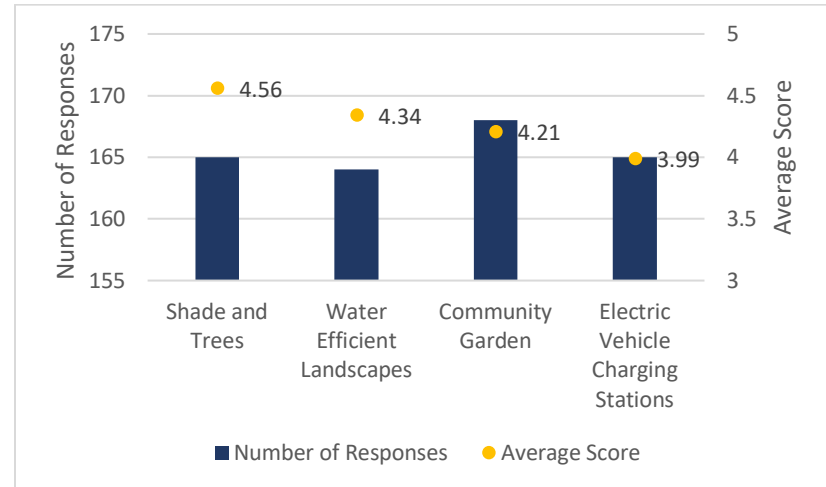


Figure 5. Scored Priorities for Outdoor Element

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All design features averaged between 3.73 and 4.5 meaning on average participants felt somewhere between neutral and strongly liking these features. Design features that scored on average, greater than 4 (Like) included:

- Providing shade and trees outside (4.56);
- Including plants and greenery (4.5);
- Creating water-efficient landscape (4.34);
- Including art (4.3);
- Allocating space for a community garden (4.21);
- Designing a kitchen area (4.18);
- Creating a multipurpose space (4.03).

Additional feedback on the design elements participants identified as important for both community youth hubs are outlined as follows, separated by consultation interest groups:

3.3.2 Design Ideas from Youth

Youth identified the following themes related to the design of the Community Youth Hubs, separated by location:

Century Gardens:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Large windows to let in natural light, creating a happy and energetic environment.
 - Greenery and nature such as plants, green wall, and an aquarium.
 - Displaying art pieces created by Brampton youth, such as murals.
 - Use glass planes between each study room to keep the area well lit and visible.
- **Furniture and Amenities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Bean bag chairs and couches.
 - Table games: pool table, air hockey, table tennis, foosball.
 - Have outlets for charging and chargers to use.
 - Access to free wi-fi, computers, and laptops.
 - Microwaves for warming food.
 - Vending machines.
 - Filtered water stations.
 - 3D printing station.
 - Community bulletin boards and writing boards (dry-erase walls or glass panes).

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- Giving tree (add supportive messages which people can take and add other ones)
- Place to print school materials for free.
- **Program and Activity Spaces:** Within the Community Youth Hub participants identified potential program and activity spaces that should be considered when designing the layout and configuration of the space, such as:
 - Design art and soundproofed music studios.
 - Bike room to keep bikes locked and safe and bike lanes leading to the youth hub.
 - Photography area/Instagramable spaces.
 - Amphitheatre space for performances and gathering.
 - Room for fitness classes that can accommodate a variety of fitness activities such as yoga and meditation, but also be used flexibly for other non-fitness activities such as seminars or workshops as needed.
 - Creative corner.
 - Have both quiet areas and area for group work.
 - Garden patio with seating and outdoor decorative plants/community garden.
 - Prayer/multi-faith space.
 - Gaming and screen space to comfortably watch TV, sports events, and movies with friends.
 - Programmed spaces of a sensitive nature, such as mental health counselling, should be easily accessible upon entering the Community Youth Hub and discreet (but still apparent to someone who has never used the service before that it exists) to avoid drawing attention to people who seek out these services.

South Fletcher's:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Eco-friendly lighting.
 - Eco-friendly facilities such as washrooms etc.
- **Furniture and Amenities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Large quantities and diversity of types of seating (e.g. tables and chairs, couches, and bar seating) to create hangout spaces.
 - Table games.
 - Desks and computers.
 - Charging stations.
 - Affordable food/snack options and microwave/vending machines.

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- **Program and Activity Spaces:** Within the Community Youth Hub participants identified potential program and activity spaces that should be considered when designing the layout and configuration of the space, such as:
 - Movie room.
 - Boardgame space.
 - Peaceful study areas.
 - Garden space.

3.3.3 Design Ideas from Youth Serving Organizations and Groups

Youth-serving organizations identified the following themes related to the design of the Community Youth Hubs, separated by location:

Century Gardens:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Install planting and create natural, pleasant, and visually appealing/calming areas.
 - Have many large windows.
 - Connect indoors to outside.
 - Art murals for them to paint which can be themed according to area.
 - Have all furniture, spaces, and design elements accessible.
 - Make the space feel like a “home away from home”.
- **Furniture and Amenities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Comfortable couches.
 - Display wall to showcase youth work and achievements.
- **Program and Activity Spaces:** Within the Community Youth Hub participants identified potential program and activity spaces that should be considered when designing the layout and configuration of the space, such as:
 - Include a community kitchen for cooking classes and communal cooking.
 - Extend outdoor space.
 - Space for music, filming, games and entertainment (i.e. game consoles).
 - Counselling offices.
 - Have a youth-run café or restaurant with low cost options and free food events or catered networking events.

South Fletcher's:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Use eco-friendly materials.
 - Have plants.

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- Nice windows for natural light.
- Energy Efficient Lighting.
- **Furniture and Necessities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Furniture should support activities such as board game playing and movie nights.

3.3.4 Design Ideas from City Staff

City staff identified the following themes related to the design of the Community Youth Hubs, separated by location:

Century Gardens:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Design areas to be accessible to all (i.e., wheelchair access, participants with autism and other disabilities).
 - Include green roof/solar panels, sustainable materials, water stations, multi-waste separation systems.
- **Furniture and Amenities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Access to tools/equipment such as 3D printing, jukebox and free internet
 - Have lockers (free of charge).
- **Program and Activity Spaces:** Within the Community Youth Hub participants identified potential program and activity spaces that should be considered when designing the layout and configuration of the space, such as:
 - Have different zones to include diverse activities (i.e. ping pong, collaborative zones, quiet zone, kitchen etc.).
 - Having a space to make music (DJ area).
 - Quiet space for yoga, stretching, meditating.
 - Connected to outdoor seating areas and gardens.
 - Not be a bookable space (walk-in) but have open spaces separated by glass walls and that is flexible to use.
 - Have gender neutral washrooms.

South Fletcher's:

- **Design Elements:** Participants provided an overarching set of design elements to consider when creating an attractive and welcoming space for youth, such as:
 - Movable soundproof walls/barriers.
 - Multi-waste separation systems.
 - Live plant wall.
 - Graffiti Wall.

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- Natural sunlight.
- **Furniture and Necessities:** Participants listed the following items for consideration within the Community Youth Hub space:
 - Should cater to a specific age group as it is a small space (i.e. 21-29).
 - Remove/reduce police presence.
- **Program and Activity Spaces:** Within the Community Youth Hub participants identified potential program and activity spaces that should be considered when designing the layout and configuration of the space, such as:
 - Be more of a relaxing hangout zone as it already has a library
 - Bookable and non-bookable rooms.
 - Kitchen.

3.4 Operating Model

Youth-serving organizations and groups were asked an additional question to gather feedback on potential operating models for the Community Youth Hubs. The City of Brampton proposed in its initial business case three operating models which were:

- **The City as the lead agency** where the City operates, maintains, and delivers programming in collaboration with community service providers and engaging youth in the community;
- **External organization(s) as the lead agency** where one or more external agencies deliver services and programs at the Community Youth Hubs aligned with the City’s vision for these spaces; or
- **Open bookable space** where the City operates and maintains these spaces which are available for rent by service providers and youth on demand.

Youth serving organization representatives identified the following when discussing the proposed operating models:

Table 5. Community Youth Hub Operating Model Matrix

Operating Model	Advantages	Disadvantages
City as the lead agency	<ul style="list-style-type: none"> ● Clear path of accountability. ● Access to many free resources 	<ul style="list-style-type: none"> ● City may not be as aware of on-the-ground needs of youth as external organizations. ● Youth may be intimidated by the City given its size.
External organization as the lead agency	<ul style="list-style-type: none"> ● Dedicated youth-space ● With external organizations, this can bring in new resources and ideas to the space 	<ul style="list-style-type: none"> ● External organizations may prioritize their interests in the space at the expense of others
Open bookable space	<ul style="list-style-type: none"> ● Provides flexibility to respond to youth needs as they arise. 	<ul style="list-style-type: none"> ● May limit access to the space or create inconsistent access leading to confusion and

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Operating Model	Advantages	Disadvantages
		additional barriers to visiting the space.

Additionally, youth serving organizations and groups noted the following general ideas about the operating model:

- The three operating models should not be mutually exclusive, rather they should borrow elements of each other where relevant to provide a model most optimal to meeting the needs of youth in Brampton.
- This should be a collaborative approach with ongoing conversations and a strong feedback loop where the process is continuously assessed
- Needs to have a champion (either the city or external organization) that comes up with a strategy/vision and is accountable towards that vision.
- The City should consider a Community Youth Hubs Committee that meets with youth serving organizations, youth groups, and youth at-large on a regular basis to discuss opportunities for refining programming and opportunities as interests evolve or new interests emerge.

3.5 Operating Hours

Participants were asked through the online questionnaire and Instagram polls what times the Community Youth Hubs should be open and programmed. Participants in both the online questionnaire and the Instagram polls indicated weekday evenings (after 5:00 PM) and weekends during the day (9:00 AM to 5:00 PM) as important times for these spaces to be available to youth.

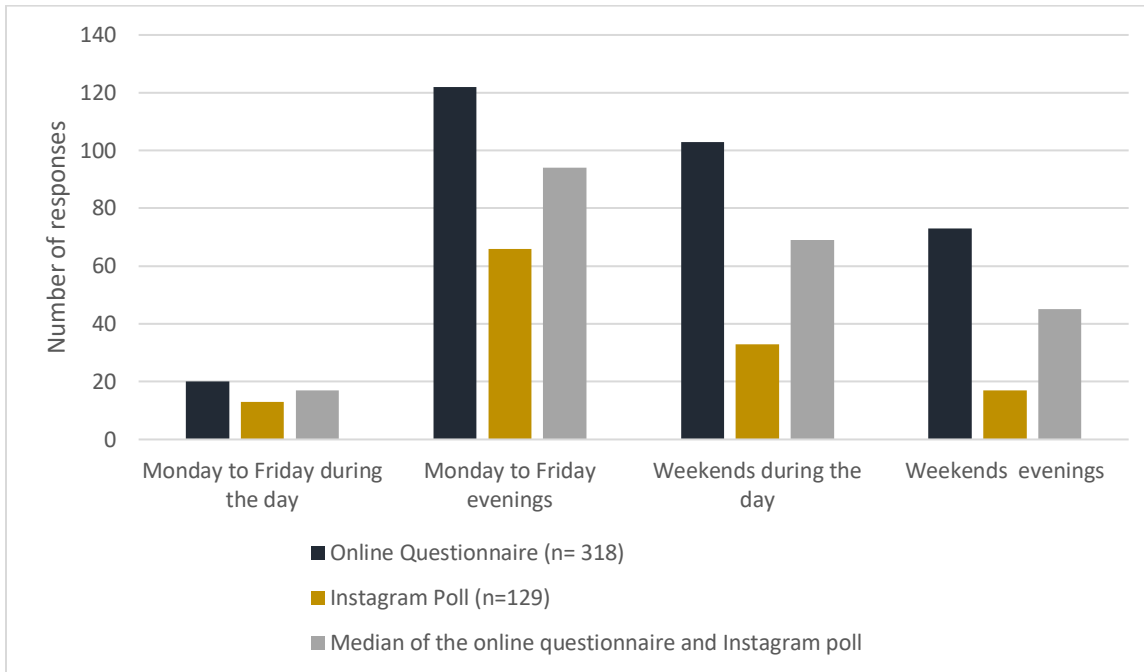


Figure 6. Time-of-day youth identified the Community Youth Hubs should be open.

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Youth participants who attended the virtual workshops generally responded in a similar fashion, identifying weekday evening and weekends during the day as important times for youth to be able to access the Community Youth Hubs and for programs to take place. Participants identified in their feedback the following key points related to accessing the Community Youth Hubs:

- A portion of these spaces should always be accessible to youth who want to drop-in, so that no person is ever turned away when they arrive.
- Programming, services, and activities should run primarily after school during weekdays and during the daytime on weekends when youth are most available.
- Mornings were also identified as important times that could provide breakfast programs and a space for youth to hangout before school starts.
- Programming timing should be intentional to target different sub-age groups of youth. For instance, university/college-age youth may benefit from programs during the day and evening when they are not in class.
- Friday evenings were identified as an opportunity for extended Community Youth Hub hours later into the evening.
- The Community Youth Hubs operating hours should be consistent, well-known, and extend later than other existing youth hangout spaces, such as libraries and recreation centres.

3.6 Barriers to Participation

Participants were asked through the online questionnaire and Instagram polls what barriers prevent them from accessing the City of Brampton's recreation and youth programming currently. Participants identified not knowing what is available as the top barrier to participation but also emphasized that work or school, program cost, distance, program timing, and an uncomfortable vibe present barriers to their participation.

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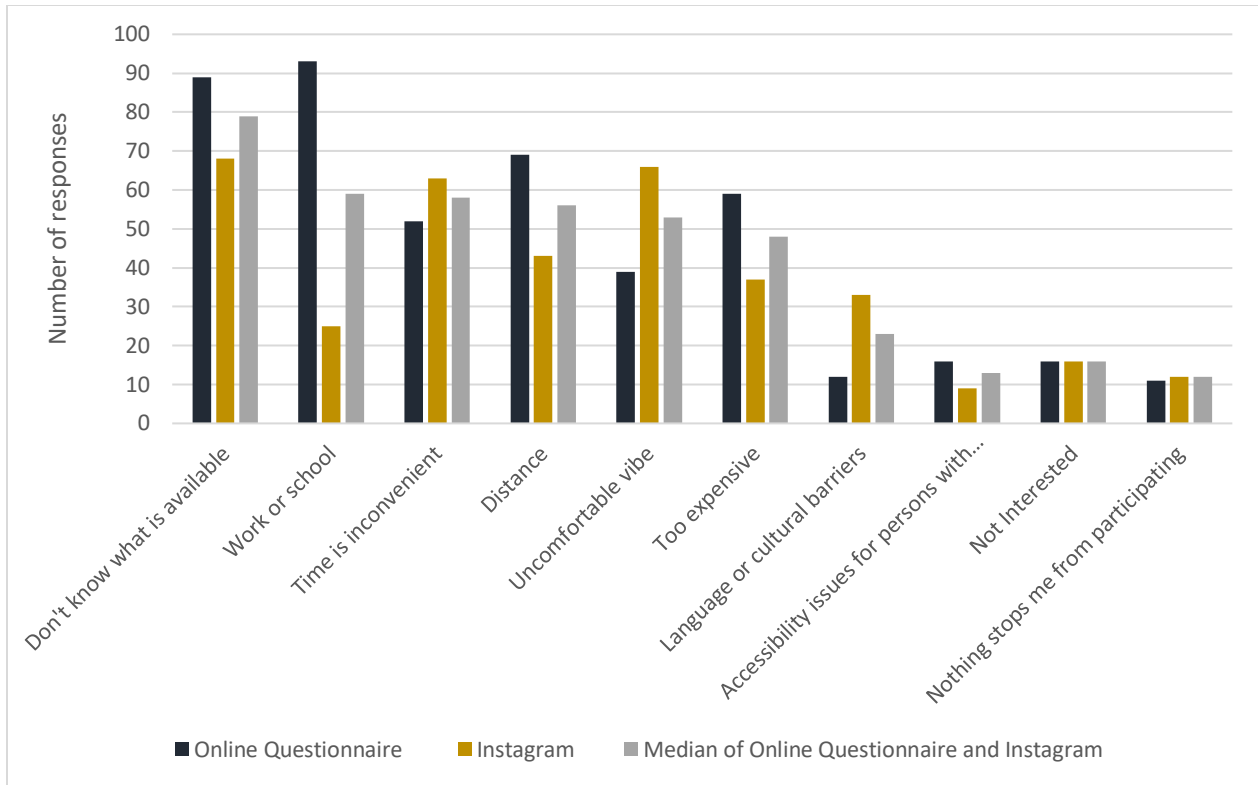


Figure 7. Barriers to youth accessing programs in Brampton.

During the virtual workshops, participants proposed several solutions to these barriers such as:

- Provide free, pay-what-you-can, or low-cost programs, services, and food options to be financially equitable.
- Providing secure, sheltered, and well-illuminated places to lock bicycles at the Community Youth Hubs.
- Consider subsidizing transportation for youth to reach the Community Youth Hubs, or provide options to help get youth home safely after dark, such as a walk-safe or drive-safe program operating in the immediate area.
- Continually engage with youth to understand what interests them to ensure programs are relevant.
- Be aware of the potential for the space to be too successful causing it to constantly be crowded and less appealing.
- Accommodate all religions and cultures when planning events and spaces.
- Provide opportunities for youth to rent spaces in the Community Youth Hub for self-directed events that do not require an adult to co-sign.
- Increased outreach through communication channels that youth interact with frequently such as Instagram and posters in schools. More information on outreach and communication is included in Section 3.7.

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Participants also identified barriers to participation beyond the scope of the Community Youth Hubs initiative such as:

- Public transit service that is infrequent, too expensive, and does not efficiently travel to places youth want to go.
- Insufficient safe active transportation (walking and cycling) routes to reach places youth want to go.
- There should be some sort of transportation from the youth hub to go back home, most notably at night.

3.7 Outreach and Communication

Questionnaire respondents were asked to identify the best ways for the City of Brampton to connect with youth to inform them about the Community Youth Hubs and programs they offer. Figure 6 provides a summary of the potential youth outreach tactics the City of Brampton might employ and are organized by broader communication categories that these tactics fall within. These findings demonstrate that while social media platforms are important tools to communicate the existence, programs, and services offered by the Community Youth Hubs, additional forms of outreach will continue to play a complementary role in reaching youth.

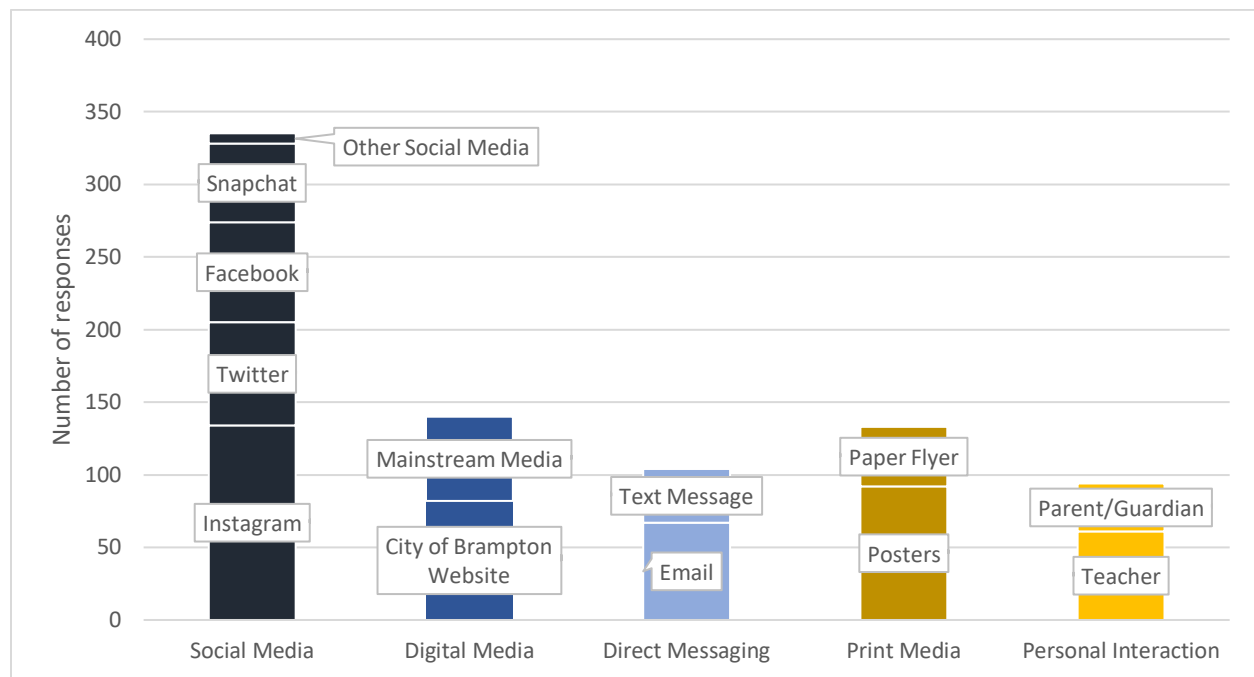


Figure 8. Potential Youth Outreach Tactics

During the virtual workshops, participants also identified in their comments some important considerations for how the Community Youth Hubs are promoted and advertised:

- Use social media (particularly Instagram) to drive promotion of these spaces.

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- Consider the aesthetics of the Community Youth Hub spaces to make them “Instagrammable” so that youth that visit serve as informal ambassadors in promoting the space as interesting.
- Have giveaways and/or competitions advertised through social media.
- Consider social media promotions with youth-produced content.
- Create a Community Youth Hub Ambassador role (volunteer or paid) to help with promotion of these spaces so outreach is authentic.
- Have Brampton recreation staff visit places youth already visit to promote the Community Youth Hubs.
- Provide resources to schools such as poster, flyers, announcements, and newsletters for both staff and students.

4 Next Steps

What we heard from these consultations provides important context to move the Community Youth Hubs idea forward by providing a better sense of opportunities for these spaces. The City of Brampton will begin the process of procuring architects to design the proposed Community Youth Hub projects, while working to reflect the ideas and feedback generated through this consultation process.

Appendix A – Online Questionnaire Demographics Summary

The online questionnaire asked one demographics question related to the where participants who complete the questionnaire live. This question asked for the first three digits of the participant’s postal code to know approximately where respondents live. A summary of the georeferenced locations of questionnaire participants is included in Figure 9.

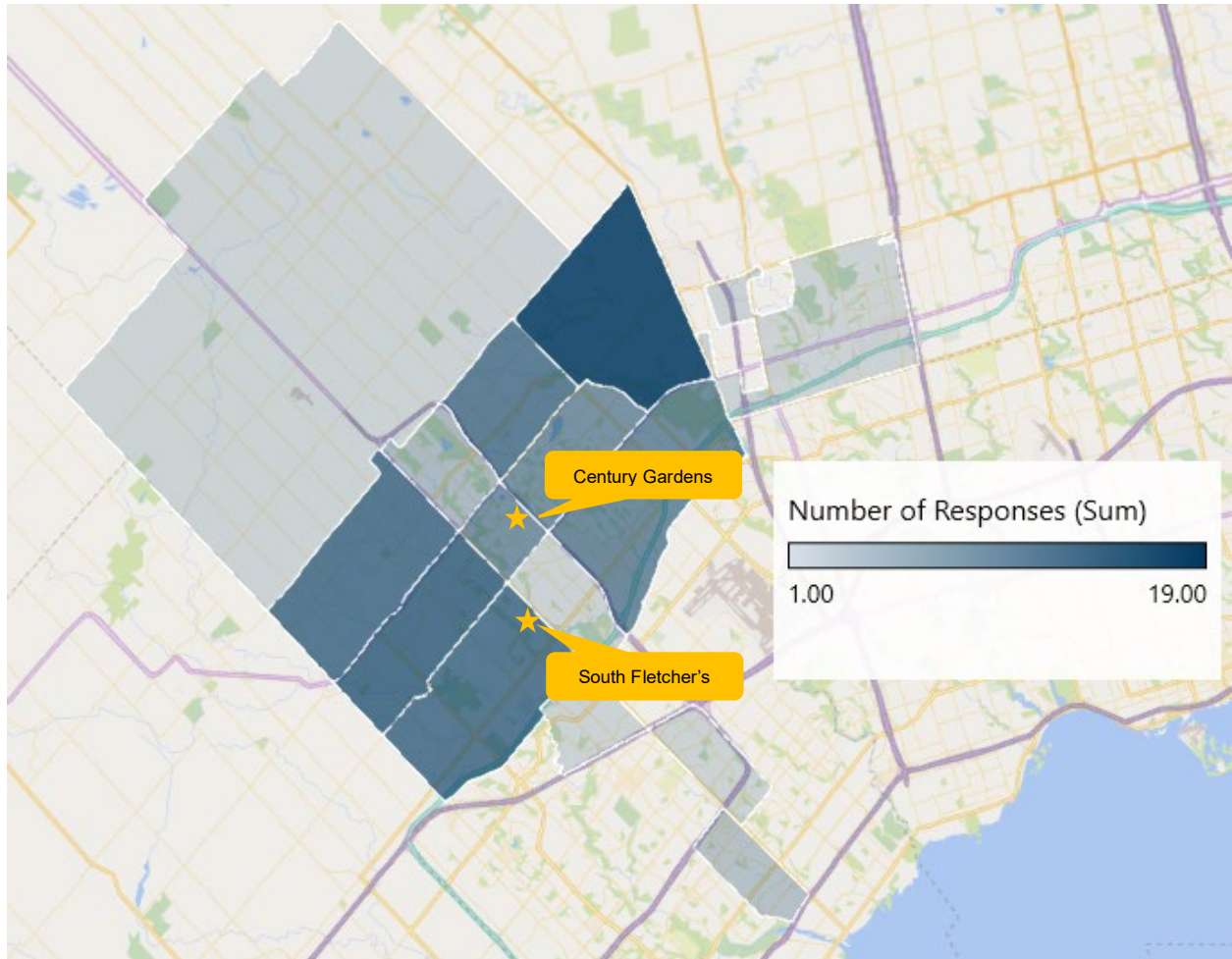


Figure 9. Map of Online Questionnaire Respondents