



The **Research Shop**

COMMUNITY. CAMPUS. COLLABORATION. 

## OUT ON THE SHELF: COMMUNITY NEEDS ASSESSMENT DATA SUMMARY

AUGUST 2016

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## SUMMARY

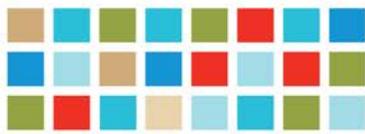
This project is a component of a larger collaborative project at the University of Guelph involving the Research Shop, Out On The Shelf (OOTS) and The Centre for Business and Student Enterprise (CBaSE). OOTS is a library and resource centre for the LGBTQ+ community in Guelph-Wellington. CBaSE, housed in the College of Business and Economics at the University of Guelph, is an organization which connects business students with community engagement opportunities. The main goal of this part of the research was to determine the specific needs of the LGBTQ+ community in Guelph-Wellington by directly engaging with them. With the use of an online survey, we were able to draw some key considerations:

- Respondents ranged in age, although the majority was under the age of 25 (30% of 198 respondents), and between 25 and 37 (31%). Most participants identified themselves as female (53% of 198 respondents), although there were also participants who identified as male (22%), transgender (9%), and genderqueer (8%). Respondents varied in their sexual orientation, with those identifying as lesbian (17% of 196 respondents), queer (16%), bisexual (16%), gay (15%), heterosexual (13%) and pansexual (12%) comprising the majority.
- A local LGBTQ+ centre was in high demand by the community. Survey respondents held various expectations of their centre including hosting events, support groups, outreach, activism and many more. Forms of engagement with the local centre were also wide-ranging; fundraisers, events, workshops, programs, advocacy, mobilization, and providing resources were common suggestions. In particular, participants believed that the centre should address issues within the community, such as sustainable livelihoods, inclusivity and health. Activism, overcoming prejudice, and having a place for social gatherings were additionally voiced as key interests.
- There was a demand for a very active centre, with most participants wanting to participate at least once a month (48% of 177 respondents) or at least once a week (23% of 177 respondents). Respondents were eager to participate as community members as well as volunteers for events, day-to-day administrative duties, counseling, and training programs.
- A welcoming environment was considered vital to a local LGBTQ+ centre. Participants believed that this requires an accessible, pleasant, relaxed physical



environment; diverse, welcoming, trained, and compassionate staff; and an array of programming, events, and clients.

- Participants encouraged monthly communication (35% of 168 responses) with community members, specifically through online means such as the website and social media, as well as posters and flyers. Participants wanted the newsletter to include general updates, engagement opportunities, community resources, event information, and stories of community members.
- A relationship with the City of Guelph was encouraged, although maintenance of the centre's independence was highlighted. Support from the local municipal office was often pointed out to be essential. Suggestions for partnerships with the city included training employees, a task force, and planning and carrying out events. Partnerships with other organizations serving a diverse range of community members were additionally encouraged. Respondents were also supportive of the possibility of the centre starting a social enterprise, if revenues were used towards the organization.



## TABLE OF CONTENTS

<b>Acknowledgements</b> .....	<b>2</b>
<b>Summary</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>6</b>
<b>Methods</b> .....	<b>7</b>
<b>Results/Findings</b> .....	<b>7</b>
Analysis of Survey Results .....	7
General Demographic Information.....	8
Connecting with an LGBTQ+ Organization .....	11
Table 1: LGBTQ+ Community Centre Engagement .....	14
Table 2: LGBTQ+ Issues in Guelph-Wellington.....	17
Table 3: LGBTQ+ Community Centre Volunteer Involvement .....	18
Table 4: Elements of a Welcoming LGBTQ+ Community Centre .....	20
Communicating with the Local LGBTQ+ Organization .....	21
Partnerships with other Institutions .....	24
<b>Conclusions</b> .....	<b>30</b>





## INTRODUCTION

This report, prepared for Out On The Shelf (OOTS) is the second phase of a project that intends to support OOTS in their decision-making processes as they undergo a revitalization of their organizational structures and programming. This report, along with the first phase of the project (Out On The Shelf: Strategies for Rebuilding and Reconnecting), aims to assist OOTS in being more aligned with the needs, priorities and goals of the LGBTQ+ community in Guelph-Wellington. The goals of the larger project include:

1. Assessing OOTS' current organizational practices by gaining an understanding of the work of similar not-for-profits (NFP);
2. Determining OOTS' specific community needs by engaging with community members;
3. Exploring new organizational models/strategies to tailor and align programming more closely with community needs;
4. Putting forward rebranding strategies; and,
5. Determining an evaluation scheme for future changes as well as current programming, and ways to sustainably increase long-term organizational capacity.

The first phase of the project addressed (goal 1) and explored the ways in which not-for-profit organizations (NFPs), which serve the LGBTQ+ community, deliver their services and programming, meet the needs of the community, and adapt to change and difficulties.

The aim of this specific portion of the project (goal 2) is to provide OOTS with an analysis of perspectives on the issues of central importance to LGBTQ+ community members in Guelph-Wellington. In order to complete this task, we produced and distributed an online survey using Qualtrics software over the course of July 2016. This report provides OOTS with relevant and in-depth information on the concerns of the LGBTQ+ community in Guelph-Wellington from the survey, which can assist the organization to rebuild and reconnect with the LGBTQ+ community in Guelph-Wellington.



The framework of this report utilizes the 18 survey questions developed by the Research Shop and OOTS, and the responses provided by community members. Each section begins with a brief summary of results.

## METHODS

This research focused on understanding the needs, priorities and goals of the LGBTQ+ community in Guelph-Wellington. To accomplish this task, an online survey was developed by the researchers and the community partner using Qualtrics software. The survey was distributed through social media, email, word-of-mouth and other online outlets, and was live for the duration of July 2016. The survey was answered by 205 respondents in total, although not every respondent answered every question. As will be seen, this report provides the second step in understanding the demographics of the LGBTQ+ population in Guelph-Wellington, the types of programs, services and issues that LGBTQ+ people and allies consider significant, and how they would like to contribute and become involved in the organization themselves.

## RESULTS/FINDINGS

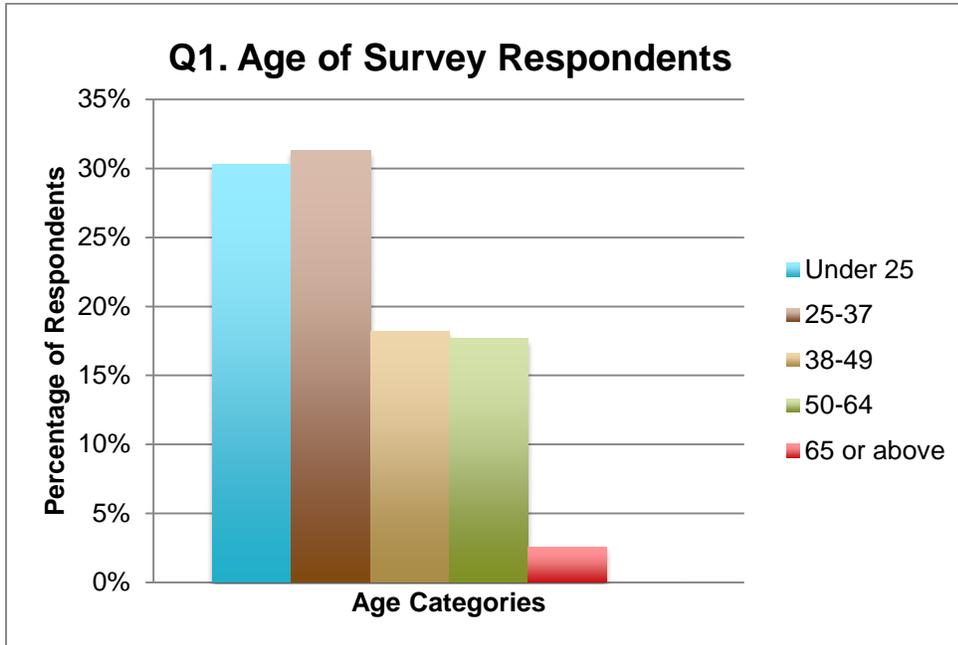
### Analysis of Survey Results

The organization of this report is based on the 18 survey questions developed by the Research Shop and OOTS, and the responses provided by community members. The 18 questions were divided into four sections, which addressed concerns surrounding, general demographic information, and connecting, communicating, and partnering with an LGBTQ+ organization.



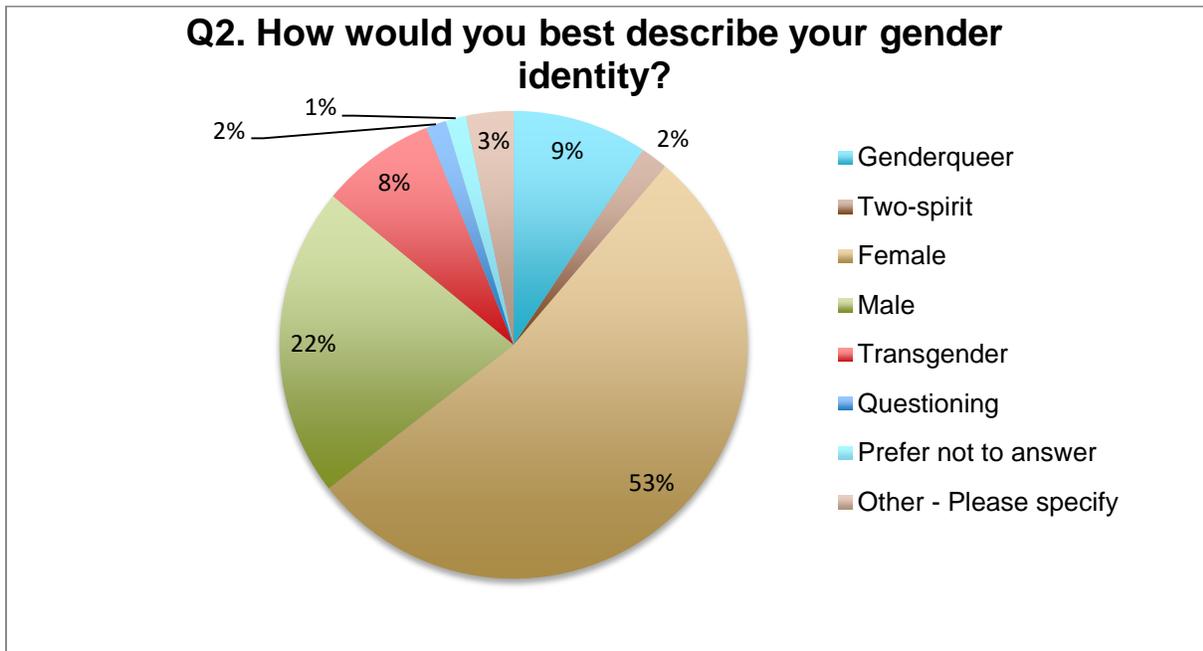
### General Demographic Information

The first question of the survey grasped the age of the respondents. The graph demonstrates that most of the respondents are either under 25 years old (30% of 198 respondents), or are between 25-37 years old (31%). The next age brackets, 38-49 year olds and 50-64 year olds, consist of approximately 18% of respondents respectively. Those over the age of 65 represent less than 3% of the total number of respondents.



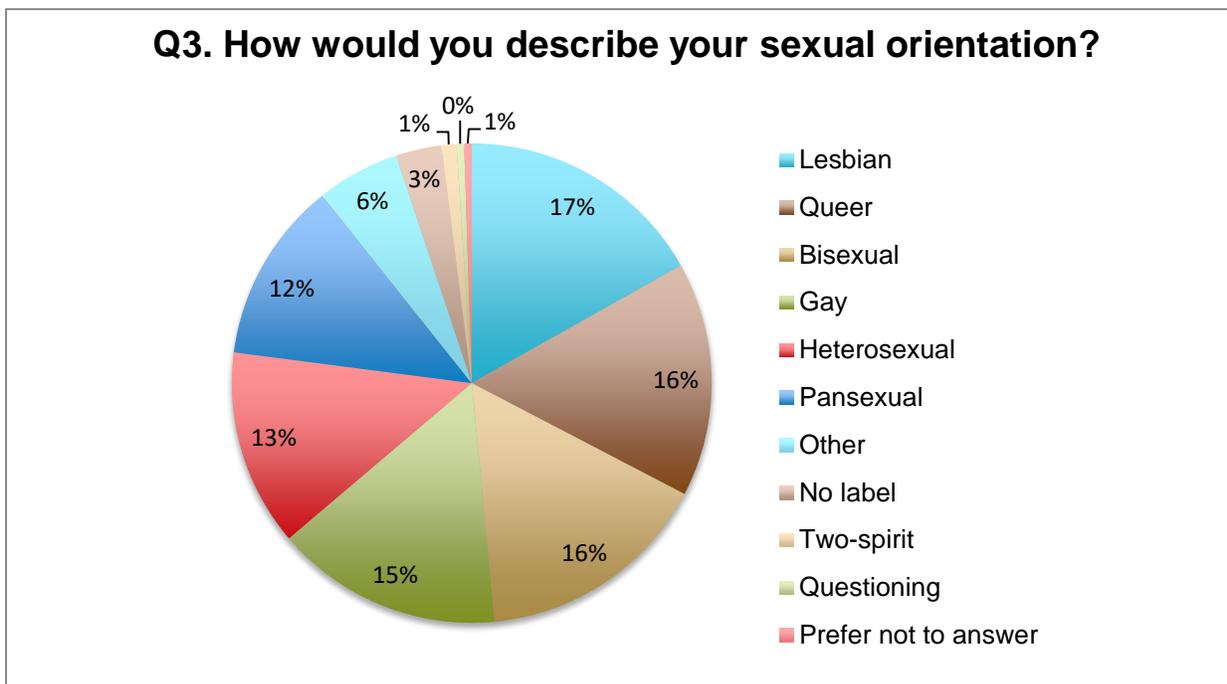


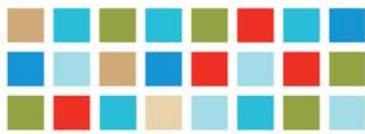
Question 2 focused on understanding the gender identity or identities of respondents. According to the results, 53% (of 198 respondents) identified as female, 22% identified as male, and 9% and 8% of respondents identify as genderqueer and transgender, respectively. A small portion of those who answered the survey are questioning (2%) or two-spirit (2%). 3% of respondents identify as 'Other', which they expressed as nonbinary, lesbian, cisgender female, or agender. The pie chart below represents the breakdown of the gender identities of the respondents.





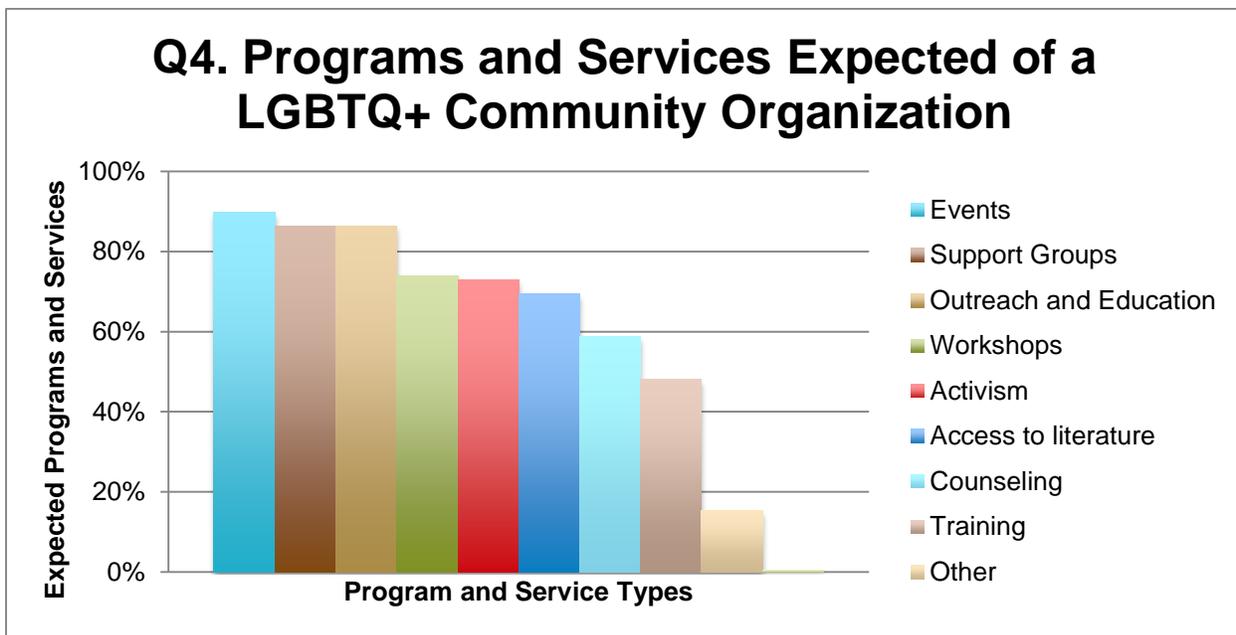
Question 3 surveyed the sexual orientation of respondents. According to the results, the survey captured a variety of sexual orientations. 17% (of 196 respondents) of respondents identify as lesbian, 16% of respondents identify as queer or bisexual, respectively, and 15% identify as gay. 13% of respondents identify as heterosexual, and 12% identify as pansexual. 6% of respondents replied as 'Other', which includes hetero- asexual, asexual, questioning bisexual, panromantic, demisexual, greysexual. It was also pointed out by a couple of respondents that the survey should have included the option to check off more than one orientation, and that their answer may vary depending on the context.





### Connecting with an LGBTQ+ Organization

In the second section on connecting with an LGBTQ+ organization, question 4 of the survey captured the opinions of the respondents on the types of programs and services they would expect from this organization. The respondents were asked to check off all the answers that they deemed appropriate. Overwhelmingly, almost 90% of respondents (177 total) answered that events are an important facet of an LGBTQ+ organization, followed closely by support groups (86%), outreach and education (86%), workshops (74%), activism (73%), and access to literature (69%). Many respondents also expressed that counselling (59%) and training (48%) are important for an organization such as this.



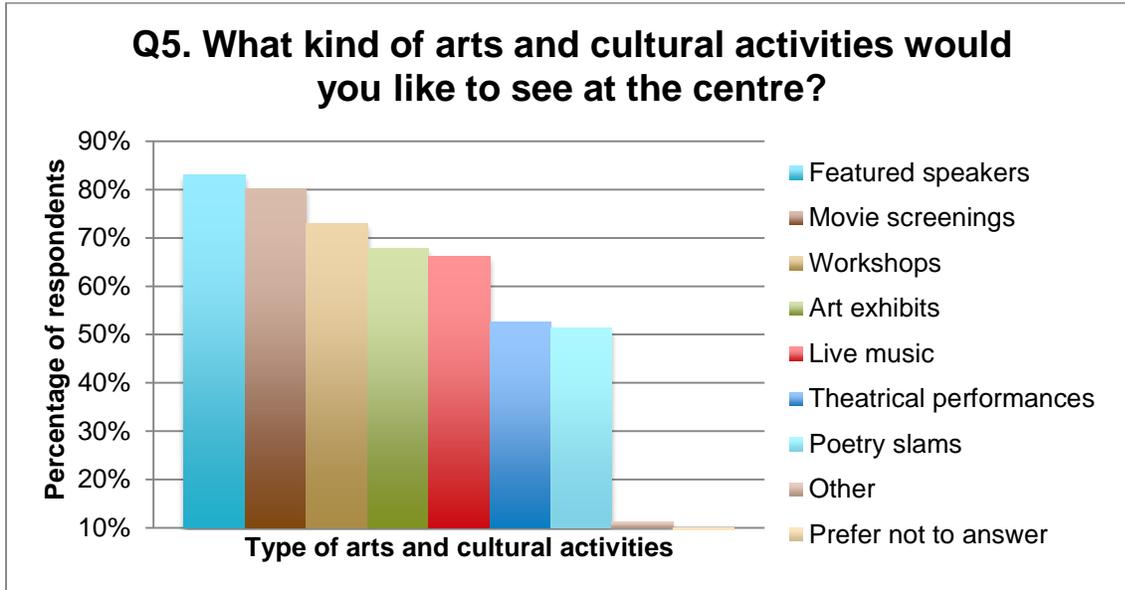


The respondents were additionally given the option to include any other types of programs and services they expected, which included:

- Life support
- Meet ups/support for different groups (parents, older adults, youth)
- Social events & activities
- Drop-ins, safe(r) spaces,
- Networking, information/referrals, resources
- Health-related services (especially for trans people)
- Legal services/Advocacy
- Mentoring
- Community Development
- Fundraising, business opportunities, philanthropy, financial sustainability
- Workshops

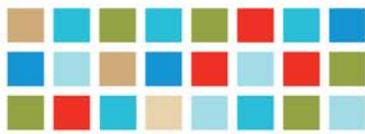


Regarding the kinds of arts and cultural activities that respondents were interested in accessing in Question 5, most answered that they were interested in featured speakers (83% of 177 total respondents); movie screenings (80%); workshops (73%); art exhibits (68%); live music (66%); theatrical performances (53%); and poetry slams (51%).



11% of respondents suggested other activities, which included:

- Crafts/art jams/games/art shows/drag/food festivals that showcase local LGBTQ+ talent
- Book club
- Dancing/yoga/meditation/nature hikes/outings/canoeing/sports leagues
- Dialogue with allies/skills development/volunteerism



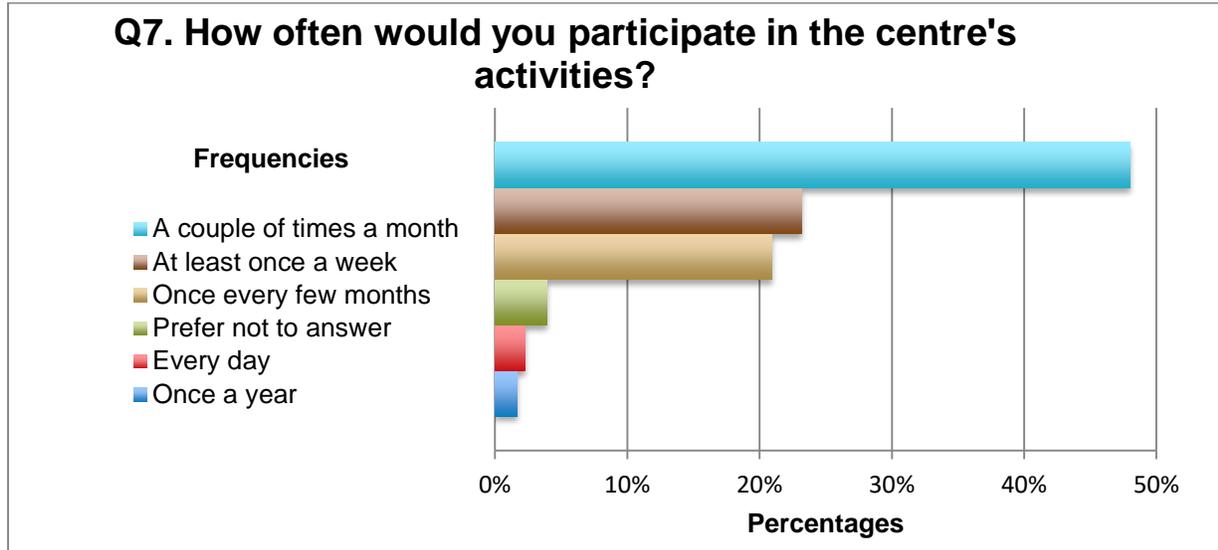
In Question 6, respondents were asked to itemize the other ways in which they would engage with their local LGBTQ+ community centre. Respondents provided a variety of answers beyond the options already recorded, which can be grouped under the subheadings of Social Activities; Health Promotion; Peer Support; Mentoring; Communication; and Awareness-raising.

**Table 1: LGBTQ+ Community Centre Engagement**

Social Activities	Health Promotion	Peer Support, Mentoring	Communication	Awareness-raising
<ul style="list-style-type: none"> <li>• Social, Pride events</li> <li>• Safe communal space/ accessible meeting space/ rental spaces</li> <li>• Coffee house/lounge</li> <li>• Sports, walking groups, camping, swimming dancing, outdoor activities</li> <li>• Crafts (zines, DIY, print-making), art (radio, writing), knitting, sewing, video game/board game club</li> <li>• Potluck dinners/weekly/monthly meet-ups, meet and greets</li> <li>• Youth - drop in evening program</li> <li>• Theme nights</li> </ul> <p><u>Social Groups:</u></p> <ul style="list-style-type: none"> <li>• children of queer folk</li> <li>• queer parents</li> <li>• older adults/seniors</li> <li>• children/teen</li> <li>• all ages</li> </ul>	<ul style="list-style-type: none"> <li>• Family planning classes</li> <li>• Senior-focused health and retirement</li> <li>• Information on health services/STI testing/smaller community needs</li> <li>• Counseling</li> </ul>	<ul style="list-style-type: none"> <li>• Library with LGBTQ+ centred, intersectional literature and films</li> <li>• Reading/literature/writing workshops and circles</li> <li>• Life skills workshops (sewing, finances, housing, etc.)</li> <li>• History of queer activism, queer culture/ documentation of Wellington community, electronic archives</li> <li>• Video documentation of our seniors 60+ and younger of their lived experiences</li> <li>• Information on LGBTQ+ friendly business and venues</li> <li>• Educational events</li> <li>• Connections with LGBTQ+ groups outside of Guelph (i.e. Toronto)</li> <li>• Referrals</li> <li>• Financial sustainability workshops</li> </ul> <p><u>Educational resources for:</u></p> <ul style="list-style-type: none"> <li>• questioning members</li> <li>• parents</li> <li>• senior-youth mentoring</li> <li>• older adults (40+)</li> <li>• students</li> </ul>	<ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Website/blog/</li> <li>• Social media</li> <li>• Sign-up/community board</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraisers</li> <li>• Inclusive political mandate</li> <li>• Volunteer opportunities</li> <li>• Fundraising merchandise with LGBTQ+ focus</li> <li>• Community/ advocacy mobilization/ outreach/ political action/advocacy</li> <li>• Broad Outreach/ training</li> <li>• Combining business opportunities alongside not for profit for sustainability</li> <li>• Partnerships among community agencies and services</li> </ul>



Question 7 inquired about how frequently respondents estimated they would attend programs and services. Of the 177 responses, 48% of respondents answered that they would likely attend programs and services a couple of times a month. Slightly less than a quarter (23% of respondents) noted that they would likely attend at least once a week.





Question 8 centred on knowing the pressing LGBTQ+ issues in the Guelph-Wellington community that need to be urgently addressed. Respondents provided in-depth answers, which represent a variety of issues. The table below categorized the responses relating to needs according to four themes: livelihoods, community, inclusivity, and health.

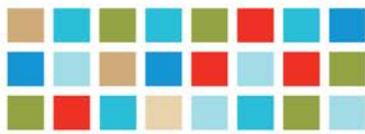
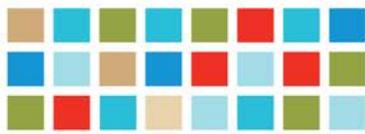


Table 2: LGBTQ+ Issues in Guelph-Wellington

Livelihoods	Community	Inclusivity	Health
<p><u>Need for:</u></p> <ul style="list-style-type: none"> <li>• Social enterprises</li> <li>• Professional networking opportunities</li> <li>• Lists of LGBTQ+ employers</li> <li>• Adequate housing</li> <li>• More safety</li> <li>• Sustainable incomes/</li> <li>• Overcoming poverty</li> <li>• Grassroots/ community driven initiatives</li> <li>• Marketing support</li> <li>• Legal support</li> <li>• Funding for LGBTQ+ resources, spaces</li> </ul>	<p><u>Need for:</u></p> <ul style="list-style-type: none"> <li>• Activities, events and social groups/networking</li> <li>• Non-alcoholic events for social interaction (board game nights)</li> <li>• Safe QTBIPOC-centred spaces that bring together different LGBTQ folks</li> <li>• Pride parade</li> <li>• More visibility and networking, outreach/communication/</li> <li>• Support across organizers</li> <li>• A queer parenting network</li> <li>• Resources, information, communication, rural outreach</li> <li>• More culture, arts, music, places to have fun, relax, play, positive reinforcement</li> <li>• Year-round activities and opportunities</li> <li>• Senior-youth partnerships</li> </ul>	<p><u>Major Issues:</u></p> <ul style="list-style-type: none"> <li>• Limited intersectional representation in managerial positions in organizations, schools and businesses, public figures/leadership</li> <li>• Limited sensitivity/awareness training for organizations, workplaces, businesses, universities, colleges, public schools, etc.</li> <li>• Limited accessibility</li> </ul> <p><u>Discussions:</u></p> <ul style="list-style-type: none"> <li>• White privilege</li> <li>• Diversity</li> <li>• Invisibility of BIPOC</li> <li>• Racism</li> <li>• Body shaming</li> <li>• Transphobia</li> <li>• Stigma, prejudice, stereotypes, isolation, loneliness</li> <li>• Discrimination</li> <li>• Bisexual erasure</li> <li>• Cissexism</li> <li>• Transmisogyny/transmisogynoir</li> <li>• Divisions in the LGBTQ+ community</li> <li>• Isolation</li> <li>• How to be allies</li> </ul> <p><u>Specific support for:</u></p> <ul style="list-style-type: none"> <li>• Youth, and youth-at-risk</li> <li>• Older adult/senior</li> <li>• Trans (esp. trans women)</li> <li>• Closeted/coming out</li> <li>• BIPOC</li> <li>• Rural LGBTQ+ members</li> <li>• Parents of LGBTQ+ children</li> <li>• LGBTQ+ parents</li> <li>• New residents/immigrants</li> <li>• Gender-non conforming children</li> </ul>	<p><u>Need for:</u></p> <ul style="list-style-type: none"> <li>• Parenting and pregnancy</li> <li>• Addictions</li> <li>• Mental health</li> <li>• Trauma care</li> <li>• Trans-specific healthcare</li> <li>• Intersectional services</li> <li>• Counselling</li> <li>• Retirement</li> </ul>



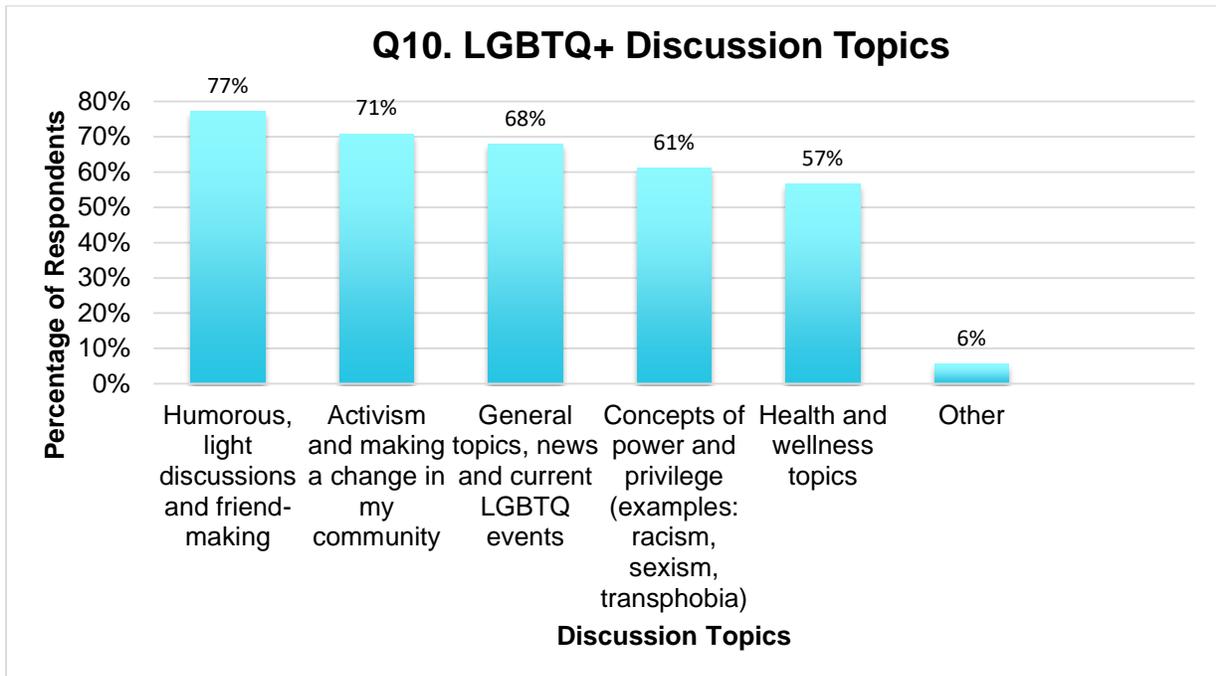
Question 9 examined the sorts of volunteer involvement that respondents would be committed to at their local LGBTQ+ organization. The following table outlines the examples that respondents presented, by types and themes.

**Table 3: LGBTQ+ Community Centre Volunteer Involvement**

<b>Types</b>	<b>Themes</b>
Workshops	Queer parenting, parents of queer children, family, allies, youth, trans-specific, speaker-series
Training	General, social enterprise, mental wellness, leadership, skills-building, community-based, grant-writing, activism, safe(r) space, education and outreach, mentoring
Events, finance	General volunteering and event coordination, fundraising, philanthropy, community engagement, Pride, social events
Day-to-day	Administration, front-desk work, service, drop-in space, communications
Health	Peer counselling, holistic healing, mental health
Groups	Seniors, parents
Fun activities	Dances, cycling club, knitting, art, cooking, sports, creative writing, culture, crafts, theatre, library, book club, films



Question 10 gathered information about the kinds of discussion topics that interested respondents the most. Respondents were requested to choose all of the answers that they deemed appropriate. As the graph below indicates, humorous and light discussion and friend making (77% of 175 respondents), activism and making a change (71%), as well as general topics, news and current events (68%) were the topics that generated the most interest. Other topics respondents mentioned included raising children, educating the school system on supporting children when faced with bullying, advocacy, racism within the LGBTQ+ community, and family support.





Question 11 asked respondents what they thought would make a LGBTQ+ centre feel welcoming. The table below summarizes the responses which were grouped under physical environment, the staff, and operations of the centre.

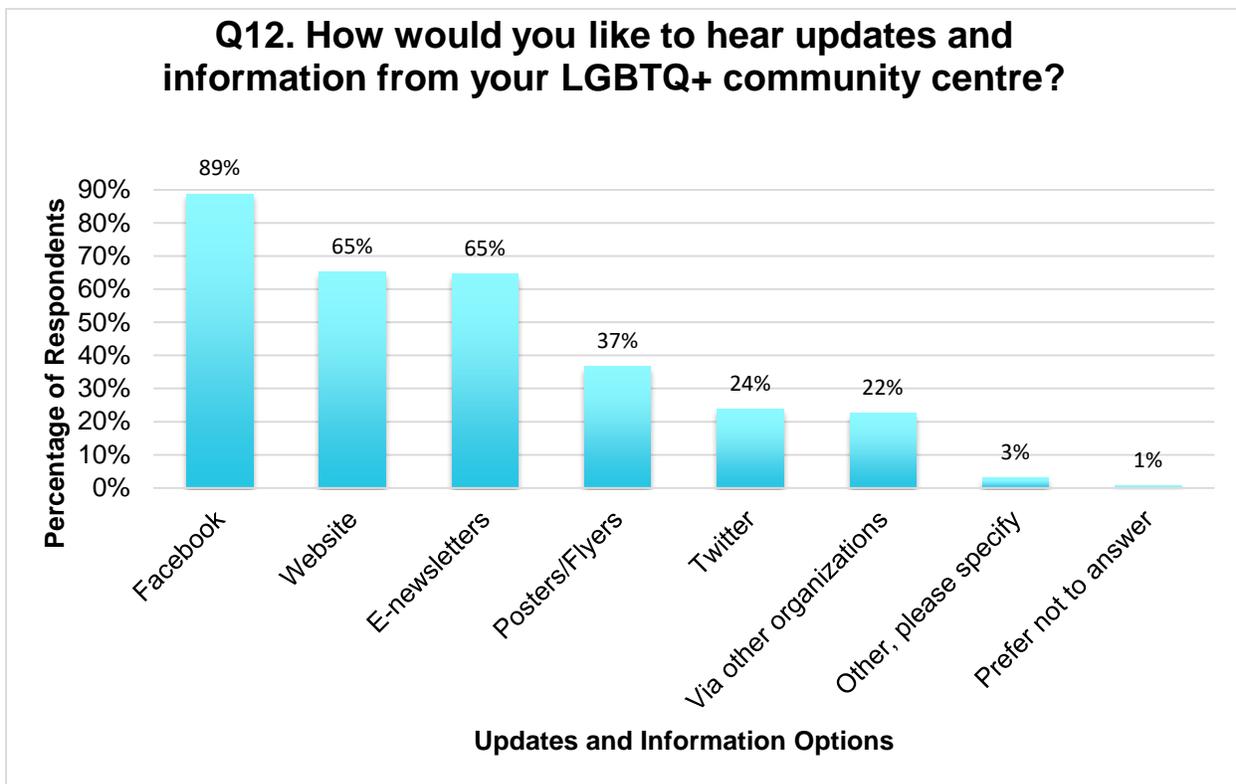
**Table 4: Elements of a Welcoming LGBTQ+ Community Centre**

Physical Environment	Staff	Operations
<ul style="list-style-type: none"> <li>• Comfortable seating</li> <li>• Clean, accessibility, large space, lots of light</li> <li>• Pleasant physical environment (natural lighting, plants, big windows, cozy cushions, inspiring art)</li> <li>• Physical accessibility (accessible by public transit and bicycle)</li> <li>• Good location</li> <li>• Music</li> <li>• Gender neutral washrooms</li> <li>• Lounge area with big comfy chairs and kettles to make tea (or a study area)</li> <li>• Bright, cheerful décor to make all points on the LGBTQ+ spectrum welcome</li> <li>• Have photos on the website gallery so people know what to expect</li> </ul>	<ul style="list-style-type: none"> <li>• Diversity in staff and volunteers (reflective of the LGBTQ+ community to dismantle the white focus)</li> <li>• Having staff politically aware of the marginalization the community faces</li> <li>• Knowledgeable staff on the diversity of the community</li> <li>• Welcoming and helpful staff</li> <li>• Paid, trained staff</li> <li>• Caring, compassionate and genuine people</li> <li>• Youth involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Clear hours of operations (consistent and accessible)</li> <li>• Diversity in clients (diversity in interests and needs) – and not ‘cliquey’</li> <li>• Leaders and programs that make people feel like they belong and are safe</li> <li>• Focus on the common denominators of comfort</li> <li>• Inclusive policies</li> <li>• Diversity in programming reflecting the community’s creative ideas, needs and experiences</li> <li>• Well organized events</li> <li>• Anti-racist frameworks</li> <li>• Engaging the broader community</li> <li>• Open house introduction for new members to brainstorm ideas</li> <li>• Removing the idea of “picking a side” in programming (more pansexual programs so that people don’t feel “gay enough”)</li> <li>• Social media encouraging towns from out of the city to join</li> <li>• Networking opportunities</li> <li>• Focus on common denominators of comfort</li> <li>• Sober events</li> <li>• Literature for the many identities under the LGBTQ+ banner</li> <li>• Meal programs</li> <li>• Hosting social events for straight members to also feel welcomed</li> </ul>



### Communicating with the Local LGBTQ+ Organization

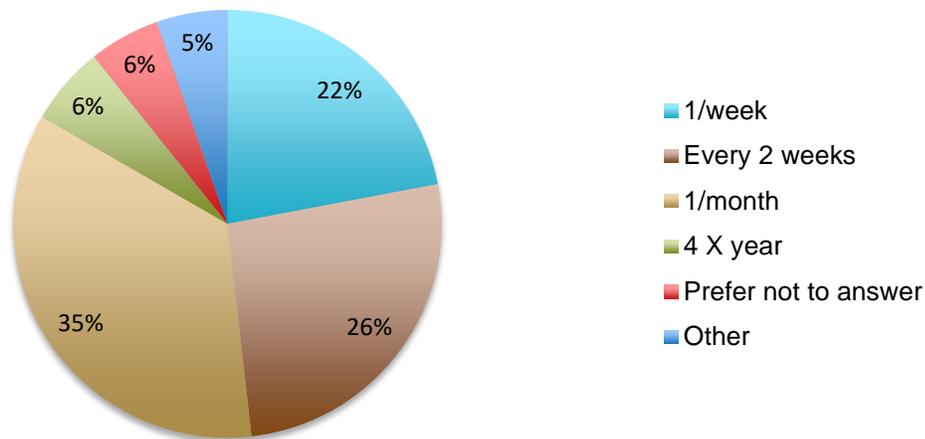
In the third section regarding communications with the LGBTQ+ organization, question 12 captured how respondents would like to hear about their local LGBTQ+ community centre. Participants were asked to choose all of the answers that they deemed appropriate. A majority of respondents preferred to hear about OOTS online, with most preferring Facebook (89% of 169 respondents), e-newsletters (65%), the website (65%) and Twitter (24%). Posters were also a preferred method of communication (37%). Those that chose 'other' (3%) mentioned word of mouth, traditional media, Instagram, communication with other businesses and the City through community engagement. These results mentioned above are illustrated in the graph below.





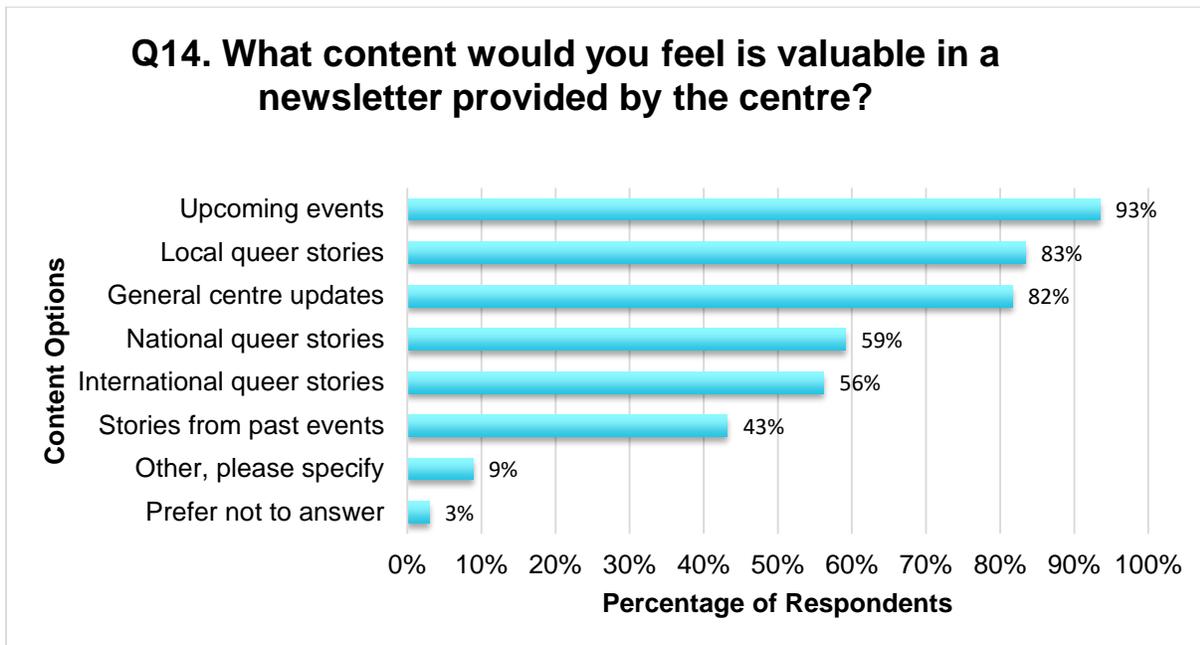
Question 13 inquired into how often respondents would like to receive email newsletters from the centre. A majority of respondents preferred to receive the newsletter more than four times a year, with 35% (of 168 responses) preferring to receive an email once a month. Approximately one quarter 26% of respondents prefer to hear from OOTS every couple of weeks, and just under a quarter of respondents (22%) wanted to receive an email once a week.

**Q13. How often would you like to receive email newsletters from the centre?**





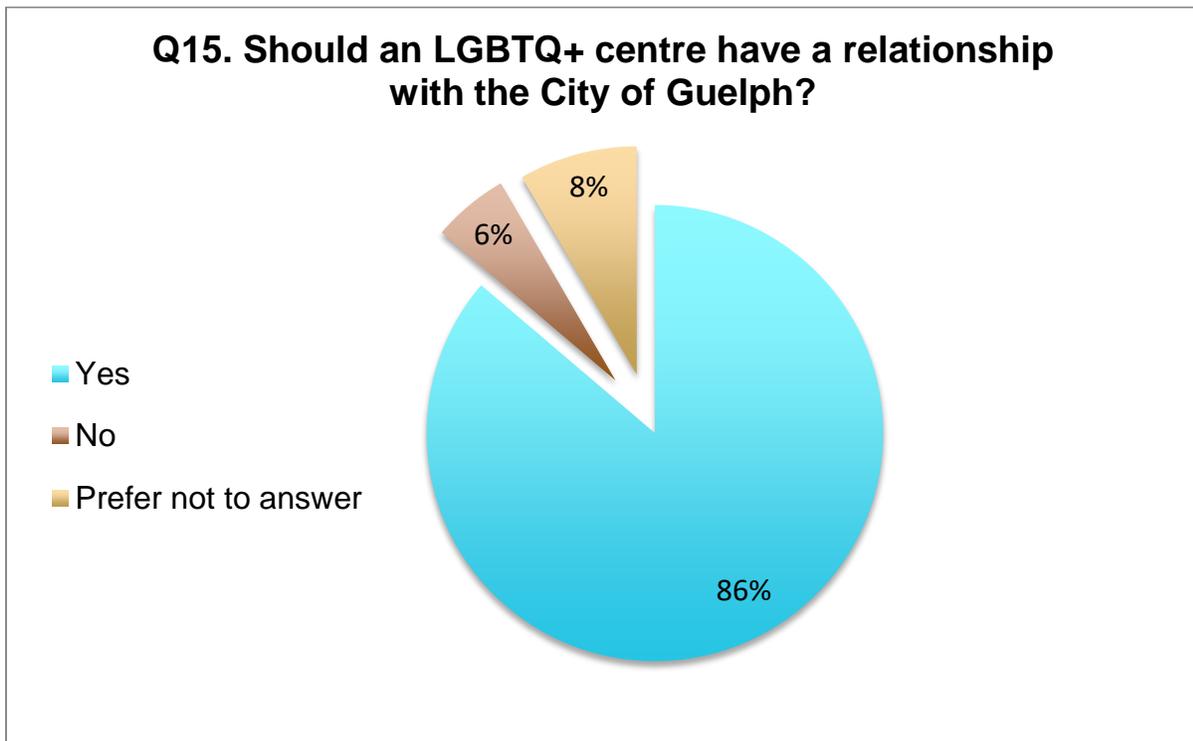
Question 14 asked respondents to identify the most valuable content of a newsletter provided by the centre. Respondents were asked to choose all of the answers that they deemed appropriate. Most respondents were interested in learning about upcoming events (93% of 169 respondents) and general centre updates (82%) in the newsletter. Many respondents believed that having local (83%), national (59%), and international (56%) queer stories in a newsletter would also be quite valuable. Stories from past events (43%) were also chosen. Those that chose “other” specified answers such as a calendar of events, stories from older queers, updates around LGBTQ+ life in Guelph and ways to get involved, as well as social events and information about changes to local queer related groups. Community resources, educational pieces, engagement opportunities, local and global connections, and a fact of the week on queer identities were also suggested.

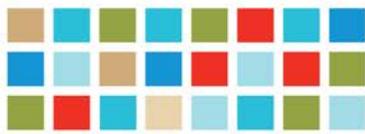




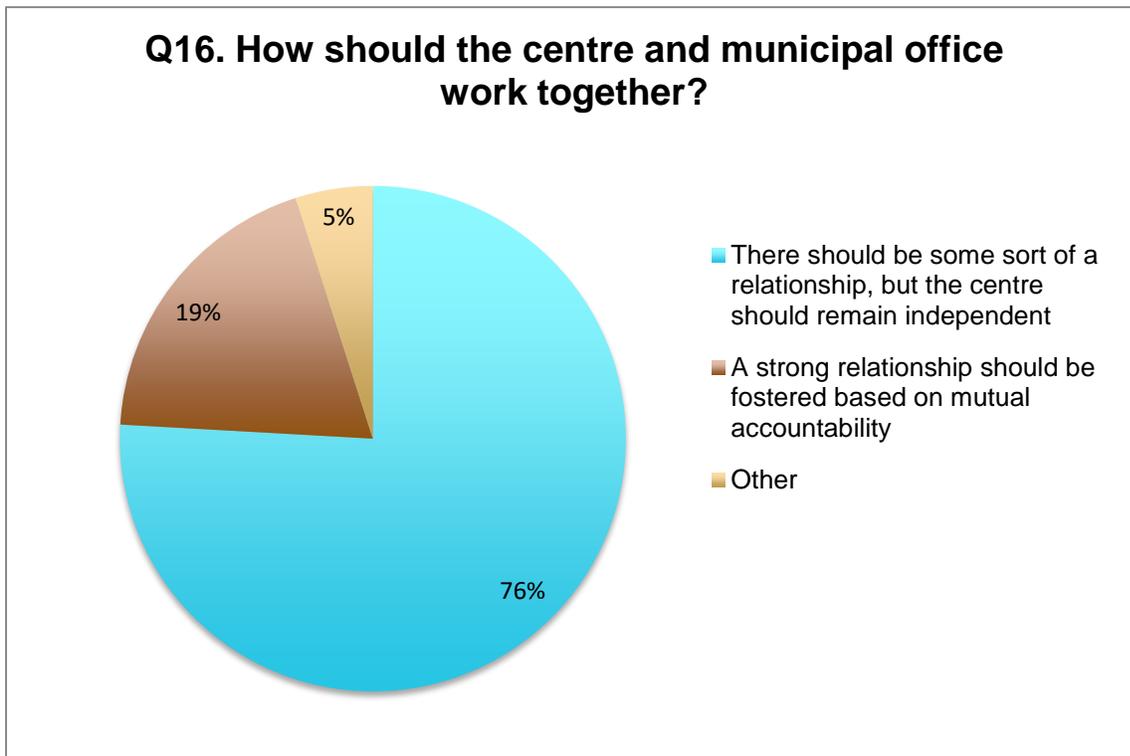
### Partnerships with other Institutions

The fourth section of the survey included questions that captured the thoughts and ideas behind potential partnerships with the centre. Question 15 asked respondents if the local LGBTQ+ centre should have a relationship with the City of Guelph. A majority, 86% (of 167 respondents) agreed with the centre having a relationship with the City of Guelph, with only a small percent being against it (6%). 8% of respondents preferred not to answer.





As a follow up to question 15, question 16 asked in what ways the LGBTQ+ community and the local municipality office could work together. A clear majority, 76% (of 141 respondents) believed that a relationship was needed, although the centre should still remain independent. Nearly 20% of respondents believed that there should be a strong relationship based on mutual accountability. 5% of respondents believed there are other ways the centre and the municipal office can work together. This included open communication of needs, failings, benefits, and support of the centre by the local municipal office, and a relationship somewhere between independence and a strong mutual relationship.





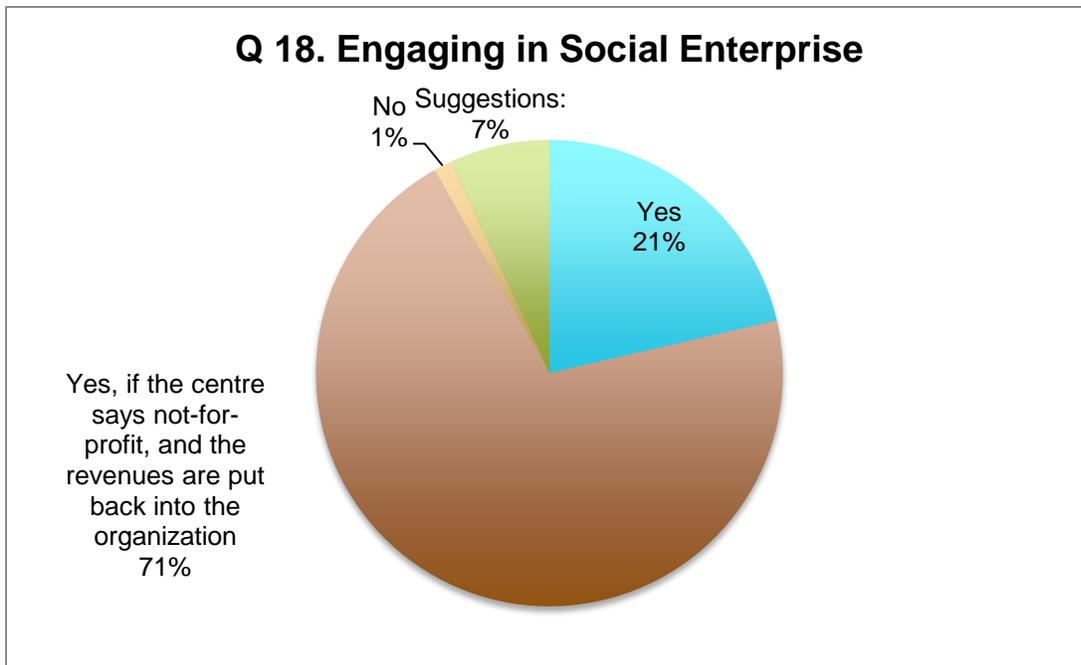
Question 17 asked an open question regarding the specifics of the relationship between the centre and local municipal government, to support the answers provided in Question 16.

Participants argued for more relationships with the police department, regular communication and meetings with the municipal government, the centre acting as an advisor on city planning, partnerships for events for locations and safety issues. Partnerships included workplace education and training, representation of the centre in the government and a frequent liaising relationship. Specific suggestions included conferences and programs for city employees, and the creation of a taskforce. The municipal government, it was repeatedly argued, should openly support the centre. Funding from the city was also suggested along with assistance in events and activism such as parades and marches. Having a local government representative check in with the centre regularly was also proposed.

Although there were several ideas proposed by participants, the suggestions were often accompanied by forewarnings of ensuring the government does not take advantage of the centre for their own policies and goals. A small number of participants believed in the complete independence of the centre.



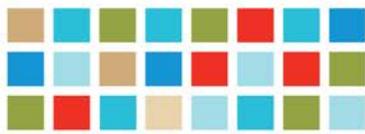
Question 18 asked respondents if they see an opportunity for the local LGBTQ+ community centre to engage in social enterprise. As illustrated in the pie chart below, a clear majority, 71% of 159 respondents, believed that the centre should be involved in a social enterprise, only if it is not-for-profit and if revenues are put back into the organization. 21% of participants believed the organization should engage in a social enterprise with only 1% disagreeing with the idea. 7% of respondents provided other suggestions including a local coffee house and event planning, a marketplace, a café or bakery, the sale of t-shirts, anything accessible to the lower income or no income groups, club membership, workshops and merchandise sales all the while ensuring full transparency.



Question 19 inquired into the ideas respondents may have for other partnerships that the local LGBTQ+ community centre could pursue. Participants suggested partnerships with:



- University of Guelph (9 respondents)
- ARCH (6 respondents)
- On campus organizations (GRCGED, OPIRG, Perpetual Motion) (5 respondents)
- Local businesses (queer friendly restaurants for example) (5 respondents)
- City of Guelph (2 respondents)
- The Evergreen Centre (for criminal justice information)
- Local Farmers (for good and reasonable food)
- Homewood Centre (for Mental Health)
- Other LGBTQ+ organizations
- Youth involved organizations
- Local health providers
- CMHA
- GCHC
- Enterprise and employment
- Lutherwood
- Innovation Centre
- Senior Centre
- Local Schools (to give children an accessible resource)
- Other community centres/groups/organizations that work with and for other groups (to serve intersectional identities)
- Homeless programs
- Churches
- Halton ROCK (reach out centre for children)



- With other grassroots organizations in surrounding cities (such as Hamilton)
- Public schools
- Sexual health clinics
- Wyndham House
- mindyourmind.ca
- Guelph-Wellington Women in Crisis
- CJ Munford Centre
- Outline
- Guelph Queer Equality
- Fresh Start (40 Baker St)
- HOPE House
- Guelph Food Bank
- CSA Food Bank
- Dunara Homes for Recovery
- Homewood, Guelph General Hospital,
- CMHA-WWD (Canadian Mental Health Association - Wellington Waterloo Dufferin)
- Immigrant Services - Guelph Wellington
- GCHC (Guelph Community Health Centre)
- Guelph Independent Living
- Conestoga Crest
- Care Partners Waterloo-Wellington
- Community Living Guelph Wellington



## CONCLUSIONS

The data from the survey contained rich information regarding perspectives on the needs, priorities, and goals of a local LGBTQ+ centre. Participants from the community provided many suggestions on how to improve current programs, increase communication, promote new strategies to align the centre with the community, and promote other potential partners. The respondents were vocal and provided ample and rigorous answers to the survey questions.

Overall, this research provides a snapshot of some of needs, priorities and goals tailored to a number of LGBTQ+ people in Guelph-Wellington. These results may point to areas of interest during OOTS' restructuring of its programs and services. However, as we used a limited sample size, it is impossible to generalize beyond the findings of this research.