

the lead role in managing and operating the Hub. To support these operations, one permanent Community Development Co-ordinator and one permanent Operator I are required. Budget is also needed for temporary staff, including Front desk staff, Operator III positions, and Drop-in Program Leaders. The Hub is anticipated to open Q3 2026.

Why Staff Recommend this Initiative

The 2024 Future Directions Recreation Plan includes a goal of providing accessible and inclusive recreation opportunities for a diversifying population with all ages and abilities. The success of the Malton Youth Hub serves as a good example of the value a youth hub can provide a community. The new Glenforest Youth Hub will provide a safe and welcoming environment for young people to socialize, learn and have access to programs and services that meet their unique needs.

Details of Service Change

The Hub will be a new service offered to this community. Some of the operational costs, including staff costs, will be offset by revenue from anchor partner leases, with the potential for other revenue streams to be added in the future. The Hub will be twinned with the Burnhamthorpe Community Centre and will leverage resources from the Centre to provide efficiencies. The City will be responsible for the Hub's operations including maintenance, cleaning of common spaces, facility booking and securing anchor and itinerant partners to offer programming.

A permanent Operator I position and a permanent Community Development Co-ordinator position, along with additional temporary staff, will be required to support this initiative: two front desk staff, four Operator III positions, and five Drop-in Program Leaders. With anticipated opening of Q3 2026, the Operator I position and Community Development Co-ordinator position need to be in place by Q2 2026 and new temporary staff in place by Q3 2026. The Operator I position will provide operational facility cleaning and general maintenance and repair services while the Community Development Co-ordinator will be responsible for facility programming, outreach and community initiatives. Temporary staff will provide administrative, programming and operational support.

Service Impact

As per the 2024 Future Directions Recreation Plan, there is a need to reflect community recreational preferences at both the citywide and neighbourhood level so that facilities, programs and services can engage residents in opportunities for healthy lifestyles. As per the 2021 census data from Statistics Canada, the child-youth population under the age of 20 in Service Area F, where the Glenforest Youth Hub will be constructed, constitutes 11 per cent of the population. The Glenforest Youth Hub will provide a safe and supportive space for youth to gather, socialize and engage in activities that help to improve overall health and well-being. The average household income in Service Area F is 19 per cent lower than the citywide average. According to the 2024 Future Directions public survey, 24 per cent of citywide respondents identified fees as being too expensive and a barrier to using the City's recreation