

COMMUNICATION 137032

Received From: Joanne Henderson, Manager of Recreation and Culture
Addressed To: Committee of the Whole
Date: April 21, 2026
Topic: Active Living Centre

BACKGROUND

Staff recently met with Carebridge regarding the current operations of the Station Active Living Centre (the Station). Carebridge provides programming at the Station on Tuesdays from 12 noon to 4:00 p.m., Wednesdays from 9:30 a.m. to 12 noon and Thursdays from 12 noon to 4:00 p.m. The Civitan Club provides programming on Fridays.

The current model requires that anyone participating in programming at the Station, whether offered by Carebridge or the Civitan Club, obtain a membership for a nominal fee. Fitness classes are included in the membership fee. The Town of Carleton Place pays an annual amount of \$7,500 fee to Carebridge for the programs offered and pays the operating and maintenance costs of the building and property (i.e. utilities, grass cutting, snow removal, insurance, etc.).

Carebridge is looking to refine how programs are accessed and considering the introduction of a fee-per-class model which aligns with the requirements of the Seniors Active Living Centre (SALC) funding received from the Province of Ontario. This would provide additional funding to allow for increased programming. The current membership fee structure does not support additional programming as the funds received only pay for the programs already offered. The proposed fee-per-class model would maintain accessibility and improve sustainability going forward.

DISCUSSION

Carebridge is proposing a survey be sent to the members to determine what programs they use, what new programs if any they would like to see implemented and if fees are implemented for classes, would the seniors still participate and what would they deem to be a reasonable fee.

It should be noted that the survey will only pertain to the programs that Carebridge offers at the Station. It will not impact the programming provided by the Civitan Club on Fridays.

Once the survey has closed and the results tallied, staff will bring back a report to Council summarizing the results. Carebridge is hoping to release the survey in May and have the results so staff can report back before summer break.

As membership fees have already been collected for 2026, it is anticipated that should a fee-per-class model be supported, it would not take effect until January 1, 2027.

FINANCIAL IMPLICATIONS

The current annual membership fees are \$26.50 for residents of Carleton Place and \$42.75 for non-residents. With the fee-per-class model that is being proposed by Carebridge, there would be no annual membership fee, and all fees-per-class revenue would be collected by Carebridge. While the Town would no longer receive the revenue from the membership fees, the Town would also no longer have to pay the annual \$7,500 fee for service. Everyone would be welcomed to use the programs regardless of residency.

It is also likely that the Town will incur additional operating and maintenance costs if, following the survey, programming increases.

STAFF RECOMMENDATION

THAT Council approve the distribution of a survey by Carebridge to gain membership feedback regarding programming at the Station Active Living Centre; and
THAT staff will provide a follow up report to Council detailing the results of the survey.