



Neighbourhood Association Affiliation Pilot Program

Building Strong Neighbourhoods Together



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Guiding Principles

The Neighbourhood Association Affiliation Program is guided by the following principles:

- Everyone has something to contribute whether it be gifts of the heart, hands, or head, everyone has something to contribute to help build a strong community.
- Connection and engagement foster neighbourhood attachment: neighbourhoods with strong connections and engagement have a greater sense of attachment to the neighbourhood.
- Residents know their neighbourhood best: magic happens when residents who are inspired, involved, and empowered connect and contribute to the community in which they live in.
- Start with what's strong rather than what's wrong: embrace an asset-based approach focusing on identifying and leveraging local talents, skills, and resources within the community to tackle local needs or challenges.
- Community empowerment: acknowledge the association as a vital partner in empowering residents to be active participants in the development and well-being of the neighbourhood.
- Accessibility, diversity and inclusion: commit to ensuring that the asset based approach promotes inclusivity, diversity, and equity, and actively engages underrepresented voices in community decision-making.

Definitions

Neighbourhood associations are not-for-profit organizations that consist of dedicated volunteers who reside within the same neighbourhood and bring neighbours together to foster a sense of belonging and connectedness. They organize grassroots initiatives, identify opportunities to enhance their neighbourhood and collectively work together to enact their ideas.

Affiliated neighbourhood association is a community organization that works collaboratively with and is formally recognized by the City of Kelowna in a manner that is consistent with these guidelines.

Foundational operating grants are a type of grant that can be awarded to eligible affiliated associations that have entered into an affiliation agreement with the City of Kelowna.

Affiliation agreement is a formal written agreement between the affiliated association and the City of Kelowna that specifies mutual responsibilities and benefits to the respective parties.



Description and Objectives of the Affiliation Program

The City of Kelowna values neighbourhood associations that actively foster resident connection and engagement through neighbourhood programs, events and services that benefit and increase the quality of life of Kelowna's residents. The Neighbourhood Association Affiliation Pilot Program (NAAPP) is a two-year (2024-2026) pilot program that aims to create a formal relationship between the City of Kelowna and eligible associations who are committed to building Strong Neighbourhoods in partnership with the City.

The goal of the program is to help build the capacity of Kelowna's neighbourhood associations in the delivery of high quality, inclusive, and well-organized programs, events, and services that will help build safe, welcoming, sustainable, resilient, and vibrant neighbourhoods. For affiliated associations that share these goals, the City is committed to enhancing their capabilities and long-term viability through foundational operating grants, in-kind services, and capacity building opportunities.

The program establishes a formal relationship that will be monitored and managed through Affiliation Agreements. It's important to note that the City of Kelowna is not accountable for the actions or choices made by community groups or their members.

If a neighbourhood association is not interested in receiving municipal assistance, they are not required to complete the application for affiliation.

Benefits of Affiliating with the City of Kelowna

Affiliating with the City of Kelowna provides neighbourhood associations with a range of benefits including access to funding to support ongoing operations and initiatives, and capacity building opportunities to enhance resident reach and improved visibility within the neighbourhood. The success of neighbourhood associations depends on the commitment of their members. The stronger the association, the more effective it will be at increasing the sense of belonging, safety, and well-being within the neighbourhood it serves.

Neighbourhood associations that demonstrate compliance with the eligibility criteria and expectations will be supported by the City of Kelowna as summarized below.

Increased visibility

- Being affiliated with the City can increase the visibility of the neighbourhood association, making it easier to attract volunteers, sponsors, and community support. This, in turn, strengthens the association's ability to carry out projects and initiatives.

Enhanced sense of belonging

- Affiliating with the City can contribute to a greater sense of belonging and civic pride among residents. Knowing that their neighbourhood is actively engaged with the broader municipal framework can instill a positive community spirit.



Networking opportunities

- Affiliation provides opportunities for networking with other neighbourhood associations and community groups. Sharing experiences, best practices, and challenges with fellow associations can contribute to a more vibrant and connected local environment.

Increased capacity

- Affiliation with the City can provide opportunities for workshops and training programs, enhancing the capacity of the neighbourhood association. Workshops can cover various topics such as board governance, community development, and effective communication, enabling association members to develop valuable skills for better community leadership and engagement.

General operating funding

- Up to a maximum of \$5,000 in General Operating grants are available to support the operational needs of neighbourhood associations and the direct delivery of events, programs and services benefiting the residents of Kelowna. Funding is not guaranteed from year to year and amounts may vary.

Foundational Operating Grant

Up to \$5,000 in operating grant funds can be awarded annually to eligible affiliated organizations that have entered into an affiliation agreement with the City of Kelowna. Foundational operating grants must be used in the direct delivery of services benefiting the residents of Kelowna.

Eligible activities and expenses

Core operating activities and expenses that support sustainability or the development and delivery of programs and services to residents of the direct neighbourhood, such as:

- Equipment and facility rental.
- Membership fees for professional development.
- Promotional material and translation services.
- Contractor service payments for performers and other service providers.
- Web site maintenance and communication tools.
- Insurance and permit costs.
- Governance support services such as accounting and bookkeeping, bylaw writing, minute taking, etc.
- Refreshments and materials for workshops, programs, and events.
- Events, projects, and initiatives that foster inclusion.

Ineligible activities and expenses

- Bursaries and scholarships.
- Donating grant funds to a third party.
- Costs for lobbying, political or religious engagement.



Roles and Responsibilities of the City of Kelowna

The role of the City is to support neighbourhood associations in their ability to develop, thrive and grow in an effort to build strong neighbourhoods. Below are the responsibilities of the City of Kelowna.

Administration

The City of Kelowna will:

- Support up to five neighbourhood associations through the program in year one as determined in accordance with the criteria on p. 10.
- Onboard up to an additional five neighbourhood associations through the program in year two.
- Assign the Strong Neighbourhoods team to be responsible for implementing and monitoring the conditions of Affiliation Agreements.
- Ensure the presence of a City staff member at the Annual General Meeting upon the association's request. Detailed instructions for requesting staff attendance can be found under Affiliated group roles and responsibilities.
- Assist with grant applications for community projects or events.
- Assist with booking support for neighbourhood events.
 - Groups interested in booking meeting space at City owned facilities are required to complete the Rental Enquiry Form at: [Facility Rentals | City of Kelowna](#).
- Provide oversight and guidance to ensure that affiliation programs align with the City's overall vision and objectives.
- Assist residents wishing to establish and maintain neighbourhood associations.

Public Awareness

The City of Kelowna will:

- Publicize the contact information of the neighbourhood association and approved links to affiliated neighbourhood associations' information on the Strong Neighbourhoods page at [Kelowna.ca/neighbourhoods](#), in accordance with the associations' approvals.
- Share events, activities and accomplishments of affiliated neighbourhood associations when providing updates to Council and the public about the affiliate pilot program.
- Amplify community-building activities and events organized by the affiliated association through City channels, which may include, but are not limited to:
 - Strong Neighbourhoods Web Page: The City will showcase neighbourhood association activities and services on the Strong Neighbourhoods web page.
 - E-Newsletter: The City will include highlights of neighbourhood association activities in its electronic newsletters distributed to residents. This provides regular updates to keep the community informed about ongoing initiatives.
- Invite affiliated groups to set up a booth at the Park & Play program.

Communication

The City of Kelowna will:



- Ensure messages sent through the central intake email address (neighbourhoods@kelowna.ca) are acknowledged and responded to in a timely manner.
- Provide tools and resources to stay informed on City news, programs, events, and services.
- Offer learning opportunities to discover suitable channels for addressing concerns and communicating with the City.

Capacity Building Workshops

The City of Kelowna will:

- Offer four mandatory capacity-building workshops over the two-year pilot program to enhance participants' operational skills and community-building capabilities.

Program Evaluation and Reporting

The City of Kelowna will:

- Assess the successes and challenges of the affiliation program.
- Prepare and submit regular reports to City Council and the public.

The City of Kelowna may request further information at any time during the term. The City is not liable for decisions or actions made by any group or its members. The City will only intervene if a group's actions violate the terms of the agreement.

Affiliation Criteria

To be recognized as an affiliated organization, the neighbourhood association must meet all the following criteria, as well as enter into an Affiliation Agreement with the City of Kelowna:

- Be physically located within the City of Kelowna boundaries.
- Be registered as a not-for-profit organization in accordance with the BC Societies Act at the time of application.
- Operate under the governance principles of a not-for-profit organization, demonstrated by an elected volunteer board of directors or executive, adherence to constitutional bylaws, provision of financial statements, and annual general meetings.
- Have a mission or purpose statement that aligns with the promotion of community well-being and the enhancement of the quality of life for residents within the neighbourhood.
- Demonstrate a commitment to enhancing the neighbourhood with an asset-based community development mindset.
- Operate in an inclusive manner that is welcoming to all people regardless of race, ethnicity, gender, sexual orientation, religion, age, disability, or socio-economic status.
- Demonstrate a commitment to fostering community engagement by having an active membership base consisting of residents within their direct neighbourhood.



Excluded Groups for Affiliation

To participate in the program, the organization must not be:

- Unincorporated committees, groups, or individuals.
- Public or private educational institutions (public schools, universities, colleges, training organizations).
- Faith based groups.
- For profit businesses.
- Political parties.
- Organizations whose mandates, operations and activities are not consistent with the program objectives, description and/or eligibility requirements.
- Neighbourhood associations whose primary purpose, goals and objectives directly oppose or conflict with the City of Kelowna's community vision, [Imagine Kelowna](#).
- Organizations that have outstanding reporting requirements for any previous grants from the City of Kelowna.

Roles and Responsibilities of Affiliated Groups

Neighbourhood associations play a crucial role in building community by fostering communication, collaboration, and a sense of belonging among residents. Below are the responsibilities of affiliated neighbourhood associations.

Administration

Affiliated neighbourhood associations will:

- Keep the Community Development Coordinator informed of all community activities.
- Commit to complying with all relevant City of Kelowna policies, bylaws, and regulations that pertain to their activities and responsibilities under the affiliation agreement.
- Acknowledge the financial support from the City of Kelowna on communications and promotional materials related to events or initiatives facilitated through grant funding. Ensure the appropriate use of the City of Kelowna logo as per [usage guidelines](#).
- Submit an annual report, which should include three high-quality, clear photographs showcasing the programs and services offered to the community.
- Provide a map to the City that clearly delineates the area of representation from the Neighbourhood Associations perspective.

Financial Obligations

Affiliated neighbourhood associations will:

- Maintain accurate records and accounts for grant fund-related expenditures. Provide access to these records upon the City's request.
- Use the grant funds as described in the application.
- Provide a breakdown of how the grant funds were allocated within the annual and final reports.



Insurance and liabilities

Affiliated neighbourhood associations will:

- Consider maintaining Directors & Officers liability insurance.
- Obtain commercial general liability insurance specifically tailored to cover activities funded by the grant that may result in potential liability as required.
- The association will indemnify and save harmless the City and its elected and appointed officials, officers, employees, agents, successors and assigns from all claims, costs and expenses arising out of or related to any breach of the association's covenants in this Agreement and all claims, demands, actions, suits and other proceedings for personal injury, death or property damage or loss arising out of or related to any act or omission of the association, its officers, employees or agents. The obligations of the association shall survive the expiry or earlier termination of this Agreement.
- The organization agrees to not take any action, or permit any directors, officers, volunteers or employees of the organization; to take any action which is intended, or would reasonably be expected, to harm the City's reputation, or which would reasonably be expected to lead to unwanted or unfavorable publicity to the City; provided, however, the foregoing limitation shall not apply to compliance with any legal process or statements made in response to authorized inquiry from a court or regulatory body.

Activities and Programs

Affiliated neighbourhood associations will:

- Organize one or more neighbourhood-based activities, programs, or events per year.
- Engage with residents and local businesses to foster a sense of community.
- Pledge to engage in at least two of the following:
 - Providing programs and/or workshops for neighbours.
 - Coordinating community safety and emergency preparedness initiatives.
 - Supporting neighbourhood enhancement projects.
 - Recruiting and supplying volunteers for community events.
 - Attend Park & Play to increase awareness of the association.

City interaction

Affiliated neighbourhood associations will:

- Immediately notify the City in writing if there are any changes in the organization's activities as presented in its application and will require approval for such changes.
- Provide immediate notice to the Strong Neighbourhoods staff of any changes in the group's executive/board or constitution.
- Ensure a minimum of one (1) board member is present at each of the mandatory workshops. Additional members are encouraged to participate too.
- Ensure at least four weeks' prior notice for City staff attendance or presentation at the monthly or Annual General Meeting.
 - Send requests for staff presence to neighbourhoods@kelowna.ca.



- Include an agenda with a designated time slot for the City staff representative to present a topic and/or address questions from the association.
- Include any questions for staff related to the specific topic in the initial request.

Please note that staff presentations to groups, upon request from neighbourhood associations, will be limited to the board and its members.

Application Process

Kelowna neighbourhood associations seeking support from the City must submit their applications for the Neighbourhood Association Affiliation Program online via the Strong Neighbourhoods webpage. The deadline for affiliation applications for 2024 is **April 19th, 2024**.

Upon submission of the application for affiliation with the City, neighbourhood associations can anticipate the following process:

- City staff will review applications for eligibility and completeness.
- Applicants will receive prompt responses to any questions or clarifications needed relating to the application process.
- Notification of decisions will be sent via email within four weeks of submission.
- Successful neighbourhood associations will receive a confirmation letter, affiliation agreement, and detailed next steps, including any terms, feedback, or follow-up items, and a funding distribution timeline.
- Signing the affiliation agreement formalizes the affiliation and outlines shared responsibilities and advantages.
- Submission of an application does not guarantee municipal support.

Assessment Criteria

In addition to meeting the eligibility criteria, successful applicants will:

- Submit a completed application.
- Present a feasible plan to increase membership and ensure diverse representation within the neighborhood.
- Acknowledge the commitment to collaborate through appropriate City channels.
- Commit to attending two workshops annually.
- Display financial responsibility.
- Develop a clear plan for organizing community events, programs, or initiatives that promote social connections and enhance neighbourhood well-being.
- Pledge to engage in at least two of the following:
 - Providing programs and/or workshops for neighbours.
 - Coordinating community safety and emergency preparedness initiatives.
 - Supporting neighbourhood enhancement projects.
 - Recruiting and supplying volunteers for community events.
 - Attend Park & Play to increase awareness of the association.



If a neighbourhood association is ineligible or does not qualify for the affiliation program, the following support will be offered:

- Printing assistance for up to 500 copies per calendar year for neighbourhood posters or handouts.
- Staff support for incorporation, board development, policy guidance.
- Assistance in networking and benchmarking with other community organizations.

Project Timelines and Milestones

Year 1 Intake	
Information Session	February 22, 2024
Application for affiliation deadline	April 19, 2024, at 9am
Decisions announced	May 3, 2024
Baseline Survey Session	May, 2024
Workshop 1	June 2024- Community Safety & Emergency Preparedness
Workshop 2	Fall 2024 - Effective Volunteer Recruitment, Asset Based Community Development (ABCD) 101, and Fostering Diversity, Equity, and Inclusion in Building Strong Neighbourhoods
Workshop 3	April 2025 REIMAGINE Conference
Yearly Report Deadline	December 18, 2024

Year 2 Intake	
Information Session	October 9, 2024
Application for affiliation deadline	December 2, 2024
Decisions announced	December 20, 2024
Baseline Survey Session	January, 2024
Workshop 1	Spring 2025 – Community Safety & Emergency Preparedness
Workshop 2	April 2025 REIMAGINE Conference
Workshop 3	Fall 2025 - Effective Volunteer Recruitment, Asset Based Community Development (ABCD) 101, and Fostering Diversity, Equity, and Inclusion in Building Strong Neighbourhoods
Workshop 4	2025 – TBD pending input from neighbourhood associations
Final Report Deadline	Dec 19, 2025

Maintaining Affiliate Status

Affiliation status is initially granted for one year from the approval date. The agreement will automatically be renewed for an additional year on the anniversary date, unless either party provides written notice at least 60 days prior to negotiating changes or terminating the agreement. Final approval for affiliation status applications rests with the Director of Active Living & Culture (or designate).

Clarification or Reconsideration Request

Applicants dissatisfied with the affiliation decision may request further clarification from staff. If still in disagreement, they have the option to formally request reconsideration from the



Director of the Active Living & Culture Division. In the event of a formal request for reconsideration, the City reserves the right to postpone the distribution of some or all funds until all funding decisions are resolved.

Yearly Reporting Requirements

- Affiliated neighbourhood associations must submit an annual report to the City, outlining their activities, use of grant funds, accomplishments, and challenges.
- Annual reports should include the membership numbers and growth strategies employed by the association to engage residents.
- Annual reports will also be factored into the evaluation of future applications by the organization.
- Final report due **December 18, 2024**.

Affiliation Status Termination Protocol

Neighbourhood Associations may terminate affiliation status at any time. Requests to terminate affiliation must be made in writing to the Community Development Coordinator with Strong Neighbourhoods and must be signed by the group's executive members.

In the event of termination of affiliation, either party must give at least 60 days' notice.

Status may be rescinded immediately and future requests for assistance may be denied if the neighbourhood association:

- Demonstrates inadequate financial management in handling grant funds from the Agreement, resulting in operational inefficiencies.
- Revokes or acts in violation of the constitution, bylaws, or operational requirements as stipulated by the BC Societies Act for registered societies.
- Circumvents City-initiated processes, instead of adhering to the appropriate and established channels.
- Represents City data, processes, or plans in a manner that confuses, conflicts with, or puts into question their intended use.
- Engages in actions that contravene the guidelines of this program.
- Violates any provincial or federal legislation or municipal bylaw with respect to the activities of the group.
- Failed to provide an annual or final report.
- Subjects City staff to discrimination, harassment, bullying, threats, profanity, and obscenities.
- Fails to attend the two annual mandatory workshops.

The Strong Neighbourhoods department reserves the right to review relevant documents, such as financial records as they pertain to the grant, promotional material, policies, and procedures as they relate to the agreement at any time. Failure to provide requested documentation may lead to revocation of affiliation status.



Privacy and Confidentiality

All documents submitted by applicants to the City become the property of the City. General information about the organization/project, including the funded amount and the organization being funded under the program may also be released. The City will not release any additional information to the public except as required under the Province of British Columbia Freedom of Information and Protection of Privacy Act or other legal disclosure process.