



**City of Kingston
Information Report to Council
Report Number 26-021**

To: Mayor and Members of Council
From: Jennifer Campbell, Commissioner, Community Services
Resource Staff: Same
Date of Meeting: March 24, 2026
Subject: City Service Level Agreements

Council Strategic Plan Alignment:

Theme: Council requests

Goal: See above

Executive Summary:

At the September 2, 2025 meeting, Council provided staff with the following direction:

Whereas the City of Kingston has service level agreements with a number of outside organizations, including not-for-profit organizations; and

Whereas in exchange for funding from the City of Kingston, services that benefit Kingston residents are provided by these outside organizations; and

Whereas City of Kingston funding for these outside organizations is generated from a number of sources, including property taxes and resident user fees; and

Whereas it is important for organizations receiving funding from the City of Kingston to operate in a manner that is open and transparent and that demonstrates proper governance and accounting practices;

Therefore Be It Resolved That Council direct staff to provide an information report to Council no later than Q1 2026 providing information on the various service level agreements in place with outside organizations, including the names of the outside

March 24, 2026

Page 2 of 14

organizations, services to be provided by the outside organizations, and the reporting requirements contained within those agreements.

This report responds to this motion of Council and provides information on the service level agreements in place with outside organizations across the various departments of the City.

Recommendation:

This report is for information only.

March 24, 2026

Page 3 of 14

Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	p.p.
Neil Carbone, Commissioner, Corporate & Emergency Services	
David Fell, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	
Jenna Morley, City Solicitor	
Ian Semple, Commissioner, Transportation & Infrastructure Services	p.p.

March 24, 2026

Page 4 of 14

Options/Discussion:**Background**

At the September 2, 2025 meeting, Council provided staff with the following direction:

Whereas the City of Kingston has service level agreements with a number of outside organizations, including not-for-profit organizations; and

Whereas in exchange for funding from the City of Kingston, services that benefit Kingston residents are provided by these outside organizations; and

Whereas City of Kingston funding for these outside organizations is generated from a number of sources, including property taxes and resident user fees; and

Whereas it is important for organizations receiving funding from the City of Kingston to operate in a manner that is open and transparent and that demonstrates proper governance and accounting practices;

Therefore Be It Resolved That Council direct staff to provide an information report to Council no later than Q1 2026 providing information on the various service level agreements in place with outside organizations, including the names of the outside organizations, services to be provided by the outside organizations, and the reporting requirements contained within those agreements.

A municipal Service Level Agreement is defined as a formal, legally binding document that sets out the terms and conditions under which a municipality receives support in exchange for funding granted to partner organizations or agencies to deliver public services that might otherwise be reasonably expected to be delivered by the municipality. These are two-way agreements and commonly include a definition of services to be delivered, measurable outcomes or performance metrics, and specific reporting requirements.

For the purposes of this report, data on the Service Level Agreements (SLA) in place across the organization as of March 2026 have been summarized. Service contracts, service retainers, leases, licences, permits, or other forms of agreement not meeting the above definition of a Service Level Agreement have not been included.

The tables that follow organize the SLA information requested through the motion by service area.

March 24, 2026

Page 5 of 14

Table 1: Housing and Homelessness Services SLAs

Organization	Service Provided	Reporting Requirement
Kingston Home Base Housing	Shelter services including access to beds, showers, meals, storage and support services. Day Services and assistance and support services for individuals experiencing homelessness.	Daily reporting through HIFIS and annual reporting.
Lionhearts Inc.	Shelter services including access to beds, showers, meals, storage and support services. Day Services and assistance and support services for individuals experiencing homelessness.	Daily reporting through HIFIS and annual reporting.
AMHS-KFLA	Shelter services including access to beds, showers, meals, storage and support services.	Daily reporting through HIFIS and annual reporting.
Kingston Youth Shelter	Shelter services for youth experiencing homelessness.	Daily reporting through HIFIS and annual reporting.
Dawn House Women’s Shelter and Dawn Transitional Housing	Shelter and housing services for women experiencing homelessness.	Daily reporting through HIFIS and annual reporting.
Doors of Compassion – Sydenham Road Shelter	Shelter services including congregate shelter beds and support services.	Daily reporting through HIFIS and annual reporting.
Homes for Heroes Foundation	Development and operation of 20 affordable housing units at 730 King St. W. for individuals experiencing or at risk of homelessness.	Written reports to the City on utilization of funds, as required.

March 24, 2026

Page 6 of 14

Organization	Service Provided	Reporting Requirement
Ryandale Transitional Housing	On-site supportive and transitional housing (multiple sites) including case management, life skills development, housing stabilization and staff support.	HIFIS client data entry and quarterly reporting on admissions, exits, housing status, incidents and financial information.
Tipi Moza, Iron Homes Kingston	On-site supportive and transitional housing (multiple sites) including case management, life skills development, housing stabilization and staff support.	HIFIS client data entry and quarterly reporting on admissions, exits, housing status, incidents and financial information.
Salvation Army	Assistance and support services for individuals experiencing homelessness.	Annual reporting.
Kingston Home Base Housing	Assistance and support services for individuals experiencing homelessness.	Annual reporting.
Immigration Services Kingston & Area	Assistance and support services for individuals experiencing homelessness.	Annual reporting.
Kingston Youth Shelter	Assistance and support services for youth experiencing homelessness.	Annual reporting.
AMHS-KFLA	Assistance and support services for individuals experiencing homelessness.	Annual reporting.
Downtown Kingston Business Improvement Area (DBIA) – Welcoming Streets Program	Street outreach and support services for individuals and families experiencing or at risk of homelessness.	Reports to the City as requested regarding program delivery and use of funds.

March 24, 2026

Page 7 of 14

Organization	Service Provided	Reporting Requirement
Kingston Home Base Housing	Administration of the Extreme Clean Program to support individuals with disabilities and hoarding behaviours at risk of losing housing.	Semi-annual reporting.
Kingston & Frontenac Housing Corporation	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Kingston Home Base Housing	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Kingston Co-operative Homes Inc.	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Kaye Healy / Elizabeth Fry Society	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Loughborough Housing Corporation	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
North Frontenac Non-Profit Housing	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Porto Village Non-Profit Homes	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.

March 24, 2026

Page 8 of 14

Organization	Service Provided	Reporting Requirement
Royal Canadian Legion Villa Kingston	Rent-Geared-to-Income housing (seniors).	Annual SMAIR, AIR and audited financial statements.
St. Andrew-Thomas	Rent-Geared-to-Income housing (seniors).	Annual SMAIR, AIR and audited financial statements.
Weller Arms	Rent-Geared-to-Income housing (seniors).	Annual SMAIR, AIR and audited financial statements.
Lois Miller Co-operative Homes Inc.	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Cataraqui Co-operative Homes	Rent-Geared-to-Income housing.	Annual SMAIR, AIR and audited financial statements.
Marion Homes	Rent-Geared-to-Income housing (seniors).	Annual SMAIR, AIR and audited financial statements.
Lionhearts Inc.	Rent supplements for eligible tenants in rental units	Monthly reporting
YMCA of Eastern Ontario	Rent supplements for eligible tenants in rental units	Monthly reporting
Kingston & Frontenac Housing Corporation	Rent supplements for eligible tenants in private rental units.	Monthly reporting.

March 24, 2026

Page 9 of 14

Organization	Service Provided	Reporting Requirement
Seventeen (17) Private Landlords and Nine (9) Non-Profit Landlords	Rent supplements for eligible tenants in private rental units.	Monthly reporting.

Table 2: Child Care and EarlyOn SLAs

Organization	Service Provided	Reporting Requirement
Licensed Child Care Providers (24 organizations)	Delivery of licensed childcare and early years programs.	Monthly attendance reporting, quarterly financial reporting, annual operating budget, annual audited financial statements, annual CPIC affidavit, insurance verification, and operational reviews as required.
BGC Southeast (Boys & Girls Club of Kingston & Area)	EarlyON Child and Family Centre programming.	Quarterly financial reporting, annual audited financial statements, annual CPIC affidavit, insurance confirmation and service records demonstrating service targets.
Kingston Community Health Centres	EarlyON Child and Family Centre programming.	Quarterly financial reporting, annual audited financial statements, annual CPIC affidavit, insurance confirmation and service records

March 24, 2026

Page 10 of 14

Organization	Service Provided	Reporting Requirement
		demonstrating service targets.
Northern Frontenac Community Services / Rural Frontenac Community Services	EarlyON Child and Family Centre programming.	Quarterly financial reporting, annual audited financial statements, annual CPIC affidavit, insurance confirmation and service records demonstrating service targets.
Community Living Kingston & District	Services supporting the inclusion of children with special needs in licensed childcare.	Quarterly financial and program reporting, annual operating budget, annual CPIC affidavit, insurance verification, and audited financial reporting where required.

Table 3: Arts, Culture, Recreation, Heritage, Community Development, Wellbeing & IIDEA Services SLAs

Organization	Service Provided	Reporting Requirement
Kingston Area Association of Museums, Art Galleries and Historic Sites (KAM)	Administration of the Kingston Culture Plan and support for heritage and cultural initiatives including management of the Kingston Heritage Fund.	Quarterly reporting on administration and use of the Kingston Heritage Fund. Annual SLA reporting and financial statements.
Kingston Regional Arts Council (KAC)	Delivery of arts programming, professional development opportunities, administration of the City of Kingston Arts Fund	Quarterly reporting on the allocation of the City of Kingston Arts Fund. Annual SLA report to

March 24, 2026

Page 11 of 14

Organization	Service Provided	Reporting Requirement
	and coordination of the Mayor's Arts Awards program.	the City, financial statements, and a public Annual Report.
H'art Centre of Smiles Inc. (H'Art Centre)	Programming promoting health, community and skills development for adults with disabilities.	Annual report to the City.
Kingston Native Centre and Language Nest	Indigenous language programming, cultural teachings and management of the Katarokwi Indigenous Art and Food Market.	Regular reporting and written financial updates to the City.
Seniors Association Kingston Region	Services for older adults with an emphasis on physical activity/recreation, food security, educational programming, information sessions and volunteer opportunities	Annual report to the City.
Kingston Community Health Centres	Coordination of Community Garden Network	Annual report to the City.
Tett Centre for Creativity and Learning	Delivery of arts services and activities related to operations and programming of the Tett Centre	Annual reporting to the City including financial statements and AGM with City Council
YMCA	Delivery of operational programming related to registered and drop-in fitness and wellness programming at Kingston East Community Centre. Make the YMCA facilities located at Wright Cres, St. Lawrence College and	Monthly Reporting on access swipes and staff hours provided by YMCA

March 24, 2026

Page 12 of 14

Organization	Service Provided	Reporting Requirement
	Brockville YMCA available to any member who purchases a FitPass through the City.	
YMCA	Delivery of the "Neighbourhood Park Drop-In Program" designed to provide free and fun supervised instruction and experiences in a variety of physical activities, games and arts programming during the summer months,	Annual reporting to the City including attendance numbers and financial statement.

Table 4: Climate Related SLAs

Organization	Service Provided	Reporting Requirement
Sustainable Kingston Corporation	Delivery of Energy Coach services for the Better Homes Kingston Program.	Monthly progress and implementation reports.

Table 5: Transportation Related SLAs

Organization	Service Provided	Reporting Requirement
Kingston Access Services (KAS)	Accessible transportation services for eligible residents.	Regular service reporting, quarterly financial reports and annual audited financial statements.

March 24, 2026

Page 13 of 14

Table 6: Tourism and Economic Development SLAs

Organization	Service Provided	Reporting Requirement
Tourism Kingston	Delivery of tourism promotion and strategic tourism initiatives.	Quarterly activity reports and annual audited financial report.
Kingston Economic Development Corporation (KED)	Delivery of the Integrated Economic Development Strategy and related economic development initiatives.	Annual financial report, annual work plan and quarterly activity reports.
St. Lawrence Parks Commission	Guided tours and tourism services at the former Kingston Penitentiary site.	Reports to the City on visitor volumes and services, as requested.

Table 7: Trap-Neuter-Vaccinate-Return (TNVR) SLAs

Organization	Service Provided	Reporting Requirement
Kendra’s Community Kitties	TNVR services for community cats.	Monthly reporting including year-to-date totals of cats trapped, neutered, vaccinated and returned.
Forgotten Ferals	TNVR services for community cats.	Monthly reporting including year-to-date totals of cats trapped, neutered, vaccinated and returned.
Kingston Animal Rescue	TNVR services for community cats.	Monthly reporting including year-to-date totals of cats trapped, neutered, vaccinated and returned.

March 24, 2026

Page 14 of 14

Existing Policy/By-Law

None

Notice Provisions

None

Financial Considerations

This report is for information only. Funding related to the various Service Level Agreements presented in this report are included within the annual operating budget of the City of Kingston.

Contacts:

Jennifer Campbell, Commissioner, Community Services, 613-546-4291 extension 1377

Other City of Kingston Staff Consulted:

Amy Elgersma, Director, Recreation & Leisure Services

Kevin Gibbs, Director, Heritage Services

Jayne Harlley, Director, Housing & Social Services

Danika Lochhead, Director, Arts & Culture Services

Ruth Noordegraaf, Director, Community Development, Wellbeing & IIDEA

Luke Follwell, Director, Engineering Services

Exhibits Attached:

None