



# Building a Vibrant Community

## *a Speculative Redesign of Rideau Community Hub*

On her way to Rideau Community Hub, Jenna feels anxious about visiting the food bank because, in the past, similar places have felt disparaging, isolating, or confusing. She's never been there before but has heard great things. However, as she walks in the front doors today, she discovers a **vibrant** and **energetic** lobby. It feels very **welcoming**, with clear directions for all the services. She is surprised to see photos of the local community members on the wall and a large community calendar. She feels a sense of **pride** for her community and is excited to see what other services are available. She walks through the lobby, past the comfortable seating area, and heads into the food bank.

Unfortunately, she's found herself short on funds this month and will only be able to make her rent if she skips buying groceries. She's relieved that the food bank staff are welcoming and provide her with a healthy mix of nicely bagged food. She chats briefly with the team, commenting on how **lively** the space is. The staff tell her how influential the lobby is to the community feel of the Hub and how it **promotes connections** within the building. Teams have finally started to meet each other between different organizations, which has made a big difference in communication and collaboration.

Jenna is excited to see what the Hub offers and can't wait to see how she can be more **involved** with her community. Thanking the food bank staff, Jenna heads back to the lobby, where she bumps into one of her neighbours, Marcel. They chat for a few minutes about events held at the Hub and how excited they are for the future of their community. Marcel warmly invites Jenna to the community potluck that is happening next week. Jenna is thrilled to have been invited and can't wait to go. With her **spirit** warmed and her food needs met, Jenna heads home, looking forward to what the future holds.