

REPORT TO COMMITTEE

To: Chair Rentsch and Members of the Health and Human Services Committee

From: Anna McGregor, Director of Community Services

Meeting Date: June 23, 2022

Subject: **Community Safety and Well-Being Plan 2021 Annual Report**

In Support of Strategic Plan Priorities and Objectives:

Good Governance - ensure transparency, clear communication, prudent financial management

Inclusive and Supportive Community – support efforts to address current and future needs for a livable community

Purpose

The purpose of this report is to share the Community Safety and Well-Being Plan 2021 Annual Report.

Background and Discussion

The Provincial Government enacted legislation through the Comprehensive Ontario Police Services Act, 2019, requiring municipal governments to adopt Community Safety and Well-Being (CSWB) plans. The legislation stated that every municipal council was required to develop and adopt these plans by working in partnership with a multi-sectoral advisory committee, effective January 1, 2019 and to be completed by January 1, 2021. That date was then extended to July 1, 2021.

Creating the Original Plan

The County of Dufferin was recognised as the lead for the coordination and development of the Dufferin CSWB Plan. Despite the unforeseen challenges the pandemic created, Dufferin did move forward with work on the plan.

The Advisory Committee met several times, with ongoing support from consultant, Jennifer Kirkham.

The Advisory Committee reviewed survey data gathered from the general public and local community partners, reviewed, local demographic and service data, and then built the physical plan which identified strategic partners for implementation of the plan. Dufferin was been able to build upon many existing partnerships and collaborations. Many of the strategic partner agencies were already part of the Advisory Committee.

Following approval at both the County and lower tier levels. The first Dufferin County Community Safety and Well-Being Plan (2021-2024) was submitted to the Office of the Solicitor General on June 16, 2021.

Moving Forward

The former Advisory Committee then formed an Integration Table, to ensure the priority areas identified in the plan were addressed. With help from the consultant the Integration Table worked on setting the foundation for taking this work forward. They set in place a timetable for meetings, quarterly reporting structure, agenda and minute templates and an annual action plan. County staff also helped to facilitate that work.

For Year 2 of this work the focus will be on more engagement with the local community, the Lead Tables and the lower tier municipalities.

Financial, Staffing, Legal, or IT Considerations

The initial costs for the development and update of a County wide CSWB came from the Rate Stabilization Reserve from the 2020 and 2021 budget years. However, there still have been no funding announcements to support the implementation of the plans, the review of the plans or the creation of updated plans.

At this time, many of the areas of work identified in the plan for implementation will be addressed by existing committees and planning tables.

However, resources will continue to be needed to continue this work. Those resources currently do not exist within the Community Services Department. Additional funding will be required in order to retain consultancy services, to continue to move forward with the plan.

Recommendation

THAT the report of the Director, Community Services dated June 23, 2022, titled Community Safety and Well-Being Plan 2021 Annual Report, be received;

AND THAT staff be directed to forward the annual report to each lower tier municipalities for their review;

AND THAT Council approve up to \$15,000 to be set aside from the Rate Stabilization Reserve, in 2022, to assist with ongoing engagement and administration costs for the plan.

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Attachment – Dufferin County Community Safety and Well-Being Plan 2021 Annual Report



Dufferin County

Community Safety and Well-Being Plan 2021 Annual Report

June 14, 2022

Contents

02 A Summary of
Community Safety and
Well-Being Planning in
Ontario

03 Our Approach

04 Priority Area Updates

10 Moving Forward and a
Call to Action

11 Acknowledgements

A1 Appendix

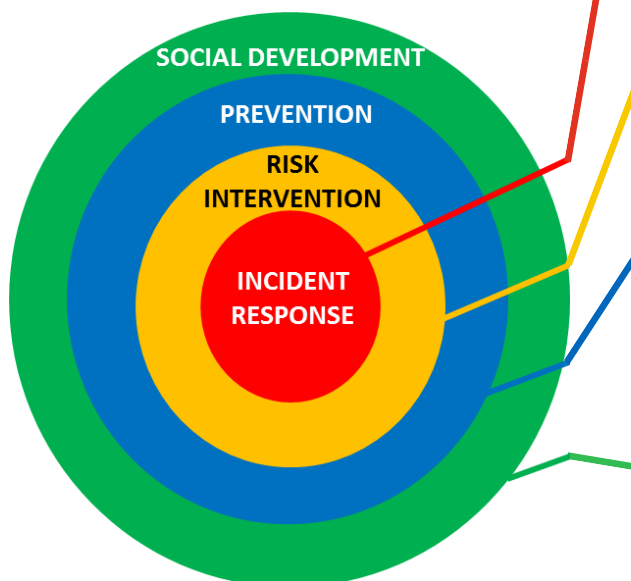
Community Safety and Well-Being Planning In Ontario: A Brief Summary

The *Comprehensive Ontario Police Services Act, 2019* mandates every municipal council to prepare and adopt a Community Safety and Well-Being Plan. Under the legislation, municipalities have the discretion and flexibility to develop joint plans with surrounding municipalities. The municipalities in Dufferin are working collaboratively to develop a shared Community Safety and Well-Being Plan for all of Dufferin County.

As part of the legislation, the province mandated a number of requirements. Municipalities must:

- Prepare and adopt a Community Safety and Well-Being Plan
- Work in partnership with a multisectoral advisory committee comprised of representation from the police service board and other local service providers in health/mental health, education, community/social services and children/youth services
- Conduct consultations with the advisory committee and members of the public

The Ontario **Community Safety and Well-Being Planning** framework operated as a guide in developing the Dufferin County Community Safety and Well-Being Plan. This framework focuses on collaboration, information sharing and performance measurement, and identifies four areas in which communities can be made safer and healthier:



INCIDENT RESPONSE - *Critical and non-critical incident response*, or what is traditionally thought of when referring to crime and safety, including service responses such as police, fire, a school principal expelling a student, etc.

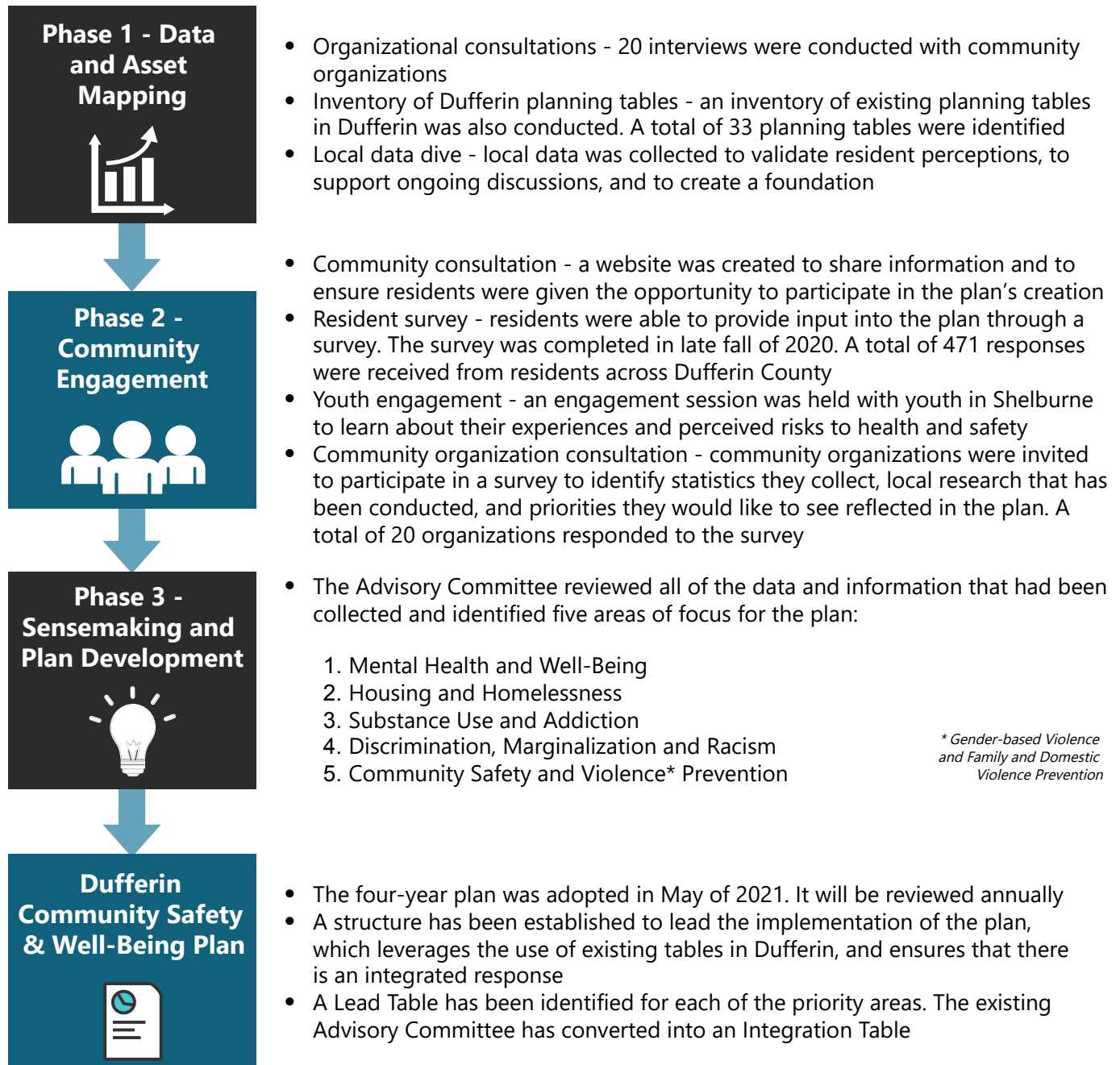
RISK INTERVENTION - *Mitigating situations of elevated risk* by multiple sectors working together to address situations where there is an elevated risk of harm (stopping something bad from happening right before it is about to happen).

PREVENTION - *Proactively reducing identified risks* by implementing measures, policies or programs to reduce priority risks before they result in crime, victimization or harm.

SOCIAL DEVELOPMENT - *Promoting and maintaining community safety and well-being* by bringing together a wide range of sectors, agencies and organizations to address complex social issues from every angle.

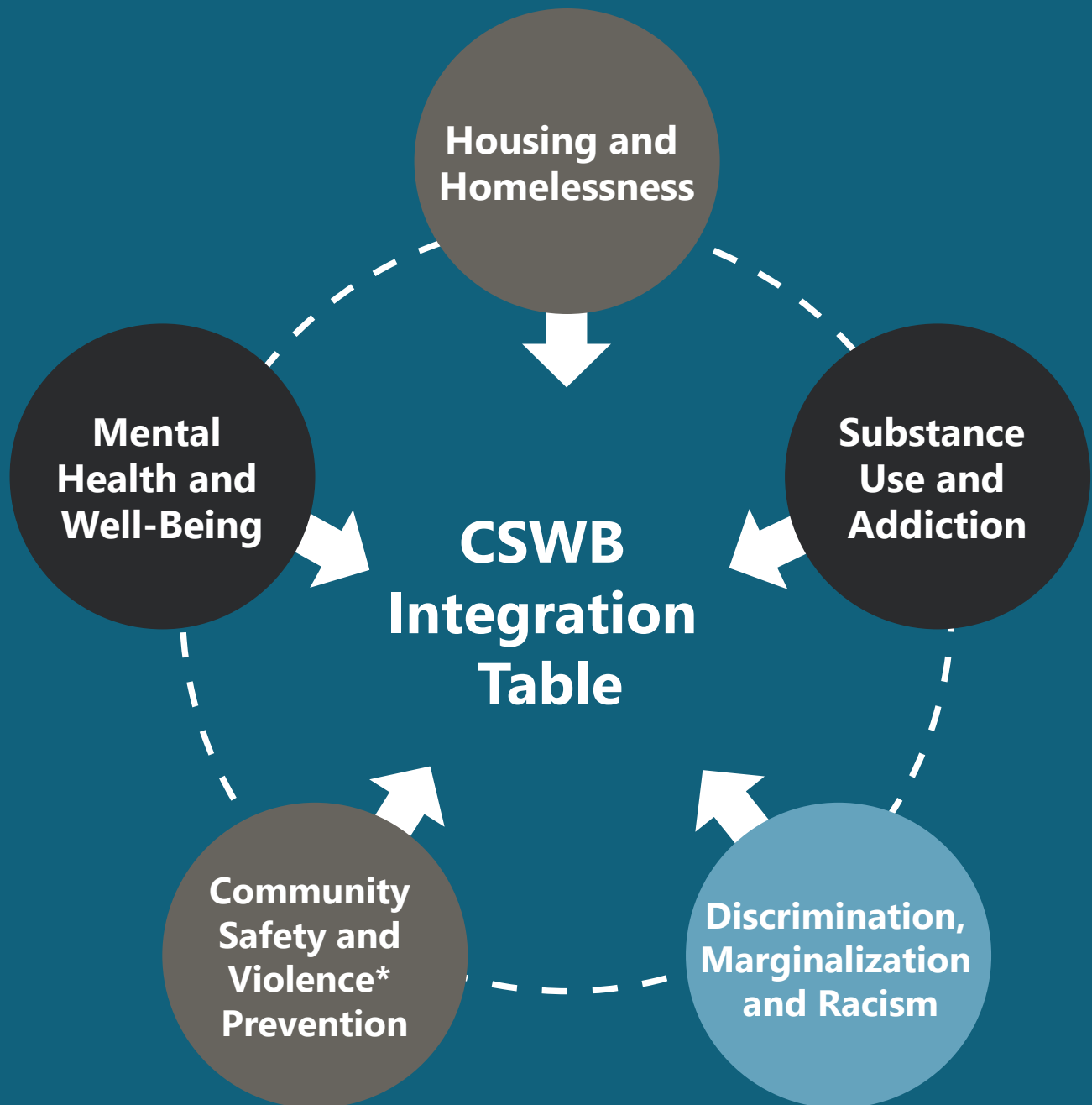
Dufferin's Approach to CSWB

Our approach to developing the Dufferin Community Safety and Well-Being (CSWB) Plan and the four year plan itself is aligned with Ontario's Framework and critical success factors. An Advisory Committee was established to guide the development of Dufferin's CSWB Plan. This committee was comprised of a broad cross-section of organizations. The Advisory Committee (later named Integration Table) met over the course of 2020 and early 2021 to facilitate three phases of the planning process. These phases included:



With the ongoing COVID-19 pandemic situation, the Integration Table (see page 11 for list of organizations) continues with this extremely important work through an online process.

Priority Area Updates



Mental Health and Well-Being

Lead Table: Hills of Headwaters Collaborative Ontario Health Team (HOH OHT) Mental Health and Addictions (MH&ADD) Community Sector Working Group

About: The Ontario Health Teams (OHT) were asked to identify priority populations for their new integrated care pathways in the first three years of implementation, and the HOH OHT identified MH&ADD as a priority population. The Ministry of Health and Long Term Care accountabilities indicate that MH&ADD work should focus on several critical milestones including:

- Care is re-designed for mental health and addiction patients
- Mental health and addiction patients experience coordinated transitions between providers
- Mental health and addiction patients have access to 24/7 coordination and system navigation services

These are in accordance with key pillars of the HOH OHT strategic vision which aims to:

- Better integrate mental health and addictions services to expand access and improve care
- Decrease the health equity gap across the community
- Better connect other health services to primary care and specialized care
- Focus on COVID-19 pandemic response and recovery

2021 Areas of Focus:

1. Expand access to mental health services and supports
2. Improve care

2021 Update:

- The Dufferin Caledon Integrated Crisis Response working group has achieved cross-sectoral partnerships including a mix of clinical and non-clinical approaches. The team responds to crisis in the community, when possible, to prevent unnecessary ER visits. Crisis workers from any agency can accompany each other on a crisis call. Getting connected to support as soon as possible decreases the frequency of ER visits and allows for proactive intervention. Jointly responding to crisis calls with OPP has positively impacted the need for apprehensions related to mental health crisis. The Integrated Crisis Response group has been working with Openly Consulting Group to conduct a thorough review of crisis services in the region. To date 15 stakeholder interviews and a stakeholder engagement snapshot has been completed. The review identified barriers and gaps and recommendations on how to move ahead with implementation
- The Community Response Working Group mobilized during the COVID-19 pandemic as a collaborative response to the local needs of community and service providers. The group was recognized provincially with a 'Bright Lights' Award at the AFHTO annual conference on October 27, 2021, specifically for providing a community response to COVID-19 due to our collaborative efforts to address mental health and well-being. This working group continues its efforts in the wellbeing and resilience of all health human resources. To date the group has completed 8 resiliency initiatives on compassion fatigue, reducing stress, psychological personal protective equipment. The group will continue to offer workshops the offer ways to manage stress, burnout and taking care of mental health during COVID-19

Housing and Homelessness

Lead Table: Dufferin County Equity Collaborative (DCEC) Housing & Homelessness Working Group

About: The DCEC Housing & Homelessness Working Group was formed in Spring 2019. The group's 2021 goal was that "*members of the community will have equitable opportunities to find and maintain housing. Housing instability and homelessness will be prevented.*"

2021 Areas of Focus:

1. Address housing affordability, availability and equity
2. Prevent housing instability and homelessness
3. Maintain, and where possible, improve housing
4. Meet a range of complex community needs

2021 Update:

INTENDED RESULTS	HOW WE MADE A DIFFERENCE IN 2021
Increase awareness of housing and homelessness challenges in Dufferin County	<ul style="list-style-type: none">• Continued disbursement of the "Are You Homeless in Dufferin" contact cards out to the community• Created the housing postcard campaign to give voice to people who were struggling with housing and homelessness. Over 1,000 postcards were distributed to agencies in the community to pass on to their clients, staff, and volunteers. The postcards were self-addressed and people were asked to fill it out and send them to the Town of Orangeville to help stress the need for more affordable housing in the area
Increase access to affordable rental housing options	<ul style="list-style-type: none">• Implemented OPHI/CHHAP/COHB Housing Allowances:<ul style="list-style-type: none">• OPHI provided housing allowances to 55 households• COHB provided a total of 22 households with a portable housing benefit• CHHAP provided 16 chronically homeless individuals with a portable housing allowance
Greater prevention initiatives to help maintain existing housing	<ul style="list-style-type: none">• Increased funding - Social Services Relief Funding and Reaching Home funding to help obtain/maintain housing
Explore options to increase supply of affordable housing options	<ul style="list-style-type: none">• Background discussions and research took place on potential ideas to increase supply (i.e. tiny homes, trailer parks, developers and landlords, etc.)

Substance Use and Addiction

Lead Table: The Dufferin Caledon Drug Strategy

About: The Dufferin Caledon Drug Strategy started back in 2017 as a group of community agencies coming together to organize a local event in recognition of Overdose Awareness Day on August 31. At that time, the agencies felt strongly that something needed to be done to draw awareness and offer support to the community as the number of overdose related deaths were increasing and the “Overdose Awareness Day” Committee was formed. Over the years the committee has stayed committed to increasing the community’s awareness of the issue and morphed into the “Dufferin Caledon Drug Strategy” in 2020 recognizing that the work needed to be broader than just organizing a one day event each year.

2021 Areas of Focus:

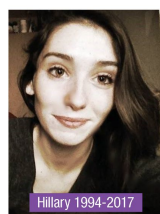
1. Reduce the harms related to substance use and/or addictive behaviours
2. Expand access to substance use and addiction services and supports
3. Improve care

2021 Update:

The work focused on designing and rolling out an Anti-Stigma campaign that was based on the work of the British Columbia government campaign “People who use drugs are real people” with the call to action “Stop the Shame. Stop the Blame. Stop the Stigma.” Focus groups were held so the campaign could be informed by voices of those with lived experience. Posters and rack cards were created that included pictures of local community members who lost their lives to overdoses. An educational video was also developed featuring the stories of people with lived experience or family members. Campaign (including focus groups, print material and video) were financially supported by the Hills of Headwaters OHT.

**SONS.
DAUGHTERS.
FRIENDS.
PARENTS.**

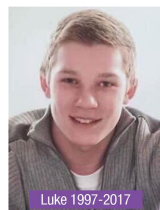
People who use drugs
are real people.



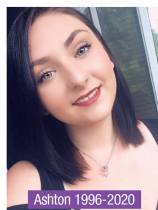
Hillary 1994-2017



Andy 1986-2020



Luke 1997-2017



Ashton 1996-2020

STOP THE SHAME.
STOP THE BLAME.
STOP THE STIGMA.


Dufferin-Caledon
DRUG STRATEGY

The Dufferin-Caledon Drug Strategy committee needs your help to end drug use and drug-related stigma. Addiction can affect anyone—your family members, your friends, your co-workers. Sadly, there are those who don't survive.

It doesn't have to end this way.


With your help, we can challenge these stereotypes and get support for those who are in need.

Help us raise awareness about addiction and drug-related stigma to save lives.

If you or someone you care about is affected by the ongoing use of substances, there are community resources available to help in Dufferin and Caledon.

For more information on this campaign, the Dufferin-Caledon Drug Strategy Committee and for event updates, please visit www.hillsofheadwaterscollaborative.ca/addiction-support-information/ or scan the following QR code:



You can also find us on:
 @DufferinODAwarenessCommittee

#EndtheStigmaDufferinCaledon

This campaign was funded by the:


**HILLS of
HEADWATERS
COLLABORATIVE**

Creative adapted from the *Stop Overdose BC* campaign, launched by the British Columbia Ministry of Mental Health and Addictions in 2018.

Discrimination, Marginalization and Racism

Lead Table: Diversity, Equity, and Inclusion Community Advisory Committee

About: The Diversity, Equity, and Inclusion Community Advisory Committee (DEICAC) will support provide advisory support in the following areas but not limited to:

- Identifying systemic barriers faced in accessing county services, information, programs and facilities
- Strategies for building connections and fostering a deeper sense of inclusion and belonging especially for marginalized groups
- Proposed County of Dufferin initiatives, services, and policies to meet changing needs of a diverse community
- Employment and employee awareness policies, initiatives, and programs
- Provide recommendations on opportunities for education and awareness programs for the Committee, Council and staff on anti-racism, diversity, equity and inclusion
- Development of a DEICAC Strategic Plan

2021 Areas of Focus:

The DEICAC is a newly formed committee and has not yet established a formal work plan. In addition, Shelburne has an Anti-Black Racism, Anti-Racism and Discrimination Task Force. We will work with these new tables to determine community goals and strategies.

2021 Update:

The work conducted throughout 2021 focused on an environmental scan of all County of Dufferin departments, as well as the creation of subcommittees to closer evaluate current County services/programs from a DEI lens. Also in 2021, DEICAC will be working to develop a strategic plan to help drive and prioritize areas of focus for the community in the upcoming years. Working in conjunction with the Advisory Committee, the DEICAC is committed to supporting the work outlined by the local Community Safety and Well-Being Plan, with a focus on the Discrimination, Marginalization, and Racism priority area.

Community Safety and Violence* Prevention

Lead Table: Dufferin/Caledon Domestic Assault Review Team (DART)

About: The Dufferin/Caledon Domestic Assault Review Team (DART), established in 1994, is a group of representatives from the County of Dufferin and Town of Caledon (Region of Peel) criminal justice, medical, child protection and community service agencies. Each agency has an individual mandate to deal with domestic abuse either supporting victims, or children who have been exposed to abuse, or the perpetrators of the abuse.

The work of the Committee is accomplished through agency representatives who take part in interagency decision-making, by commitment to the Protocol, by commitment to deal with new challenges as they emerge and with the assistance of interagency agreements.

2021 Areas of Focus:

This priority area will focus on crime, mobility safety, and the prevention of domestic and family violence. The Lead Table is in the process of determining goals and strategies specific to Gender-based Violence and Family and Domestic Violence Prevention.

2021 Update:

During 2021, the committee worked on a few projects including major updates to the DART website and a workshop entitled, 'Language Matters' with speaker Pamela Cross which took a look at the importance of the language we use to describe gender-based violence and how it impacts how people understand the message. The DART Coordinator also supported the Survivor Panel in four meetings throughout the year. They began a new initiative called the Notebook Project where the panel members wrote messages of hope in notebooks for other survivors to help inspire and support them through their journey.

The DART committee, endorsed the local Community Safety and Well-Being Plan, and committed to act as the Lead Table for the Community Safety and Violence* Prevention.

** Gender-based Violence and Family and Domestic Violence Prevention*

Moving Forward and a Call to Action

Moving Forward

As agencies work together to follow the plan, we recognize that this is a constantly moving process. This work does not operate in a vacuum. The work and the plan will continue to evolve over time. We will move back and forth between different stages as we progress. Moving forward we must:



- Promote and maintain CSWB on an ongoing basis
- Respond to emergency needs
- Focus on risk intervention and how to deliver services/programming despite challenges
- Know that prevention will become more evident as we see the positive effects of decisions and actions



- Continue to strengthen collaboration and commitment among community partners, organizations, and residents
- Recognize that no single individual, agency or organization can fully own the work
- Keep the "big picture" in mind, knowing that the current priorities of the plan are all interconnected
- Leverage what we each bring to the table




- Recognize some needs and services change over time
- Acknowledge that engagement and consultation will take place at different times
- Explore new ways of delivering services, seek opportunities
- Shift and realign services/programming
- Change the impossible to the possible

Call to Action

We open the invitation to others to join the effort to improve the safety and well-being of the residents of Dufferin County. How you can be part of the action:

- Share this report with your contacts
- Spread the word about the CSWB Plan
- Answer future surveys
- Visit and take part in *Join In Dufferin*

Join In Dufferin: 
<https://joinindufferin.com>

Acknowledgements

It takes many people and community partners to promote and maintain community safety and well-being. We have leveraged existing planning tables to maximize their great work and to help us continue to move the needle on community safety and well-being in Dufferin. Let us continue together with our collaborative approach to create a vibrant, equitable, inclusive, safe and healthy community.

We gratefully acknowledge the efforts of all individuals, local agencies and service providers involved in doing this important work. We appreciate and want to thank all of you. In particular we would like to recognize the people and organizations that are a part of the Community Safety and Well-Being Lead Tables and the Integration Table:

- Alzheimer Society of Dufferin County
- Caledon\Dufferin Victim Services
- Canadian Mental Health Association Peel Dufferin (CMHA)
- Community Living Dufferin
- County of Dufferin- Community Services Department
- County of Dufferin - Paramedic Services
- County of Dufferin Diversity, Equity, Inclusion Community Advisory Committee
- DC MOVES¹/DCEC²
- Dufferin Area Family Health Team (DAFHT)
- Dufferin Caledon Domestic Assault Review Team (DART)
- Dufferin Caledon Drug Strategy Committee
- Dufferin Child and Family Services (DCAFS)
- Dufferin Community Foundation
- Dufferin OPP
- Dufferin Situation Table
- Family Transition Place (FTP)
- Headwaters Communities in Action (HCIA)
- Hills of Headwaters Ontario Health Team Mental Health and Addictions Work Group
- Orangeville Probation and Parole Services
- Services and Housing In the Province (SHIP)
- White Owl Native Ancestry Association

We would also like to acknowledge our municipal partners:



A People Place, A Change of Pace
SHELBURNE
ONTARIO, CANADA

¹ DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy

² DCEC - Dufferin County Equity Collaborative

Appendix A

GLOSSARY OF TERMS, ACRONYMS, & ABBREVIATIONS

- CHHAP - Chronic Homeless Housing Allowance Program
- Chronic homelessness: refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: they have a total of at least 6 months (180 days) of homelessness over the past year; they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days)
- CMHA - Canadian Mental Health Association Peel Dufferin
- COHB - Canada-Ontario Housing Benefit
- *Comprehensive Ontario Police Services Act, 2019* - is a law in the province of Ontario that brought a number of reforms to policing in the province. It mandates that every municipality across Ontario must have prepared and adopted a Community Safety and Well-being Plan by July 2021
- CSWB - Community Safety and Well-being
- DAFHT - Dufferin Area Family Health Team
- DART - Domestic Assault Review Team
- DCAFS - Dufferin Child and Family Services
- DCEC - Dufferin County Equity Collaborative
- DC MOVES - Dufferin County – Managing Organizing Validating Engagement Strategy
- DEI - Diversity, Equity, and Inclusion
- DEICAC - Diversity, Equity, and Inclusion Community Advisory Committee
- FTP - Family Transition Place
- HCIA - Headwaters Communities in Action
- HOH OHT - Hills of Headwaters Collaborative Ontario Health Team
- Integration Table - a cross-sectoral table which will ensure a proactive, balanced and collaborative response across the five priority areas. This table works to ensure an integrated response to community safety and well-being which leverages resources and recognizes the interrelationships amongst the five priority areas
- Lead Table - an existing planning table that is leading the implementation of strategies and actions in each of the five priority areas
- MH&ADD - mental health and addictions
- OHT - Ontario Health Team
- OPHI - Ontario Priorities Housing Initiative Housing Allowance Program
- OPP - Ontario Provincial Police
- Outcomes: actions, behavior changes, etc., that contribute to overall goals
- SHIP - Services and Housing In the Province