



# Community Safety and Well-Being Plan 2021-2024



TOWNSHIP OF  
**AMARANTH**



Town of  
**GRAND  
VALLEY**



TOWNSHIP OF  
**EAST GARAFRAXA**



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

TOWN OF  
**MONO**



## 2022 Annual Report

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# MESSAGE FROM THE CO-CHAIRS

We are very pleased to bring you the second annual report on the Community Safety and Well-being (CSWB) Plan for 2021-2024.

The tenets of Community Safety and Well-being are the foundations of vibrant communities. Whether you are just arriving, multi-generation residents, or visiting our beautiful communities, there are certain things that matter to all of us. Your community organizations, service agencies and governments have made a commitment to collaborate, share information and measure performance on the issues that the community has told us are most pressing at this time. Those issues make up the priority areas of the Dufferin County CSWB Plan 2021-2024.

In 2022, we continued to see challenges from the COVID 19 pandemic, but we also saw many successes. At the Integration Table we saw collaboration in real-time, ongoing integration of services in Dufferin County, broader community awareness and a growing number of partners at the table. This report highlights some of those successes, and the strong momentum seen this year on the Plan.

We would like to thank the individuals, partners, Lead Tables, and municipalities across the County for their efforts this year. Community Safety and Well-being work requires agility and attentiveness from many to be successful. Thank you for all that you do!

*Anna McGregor*

**Director  
Community Services**



*Jennifer Payne*

**Executive Director  
Headwaters Communities in Action**



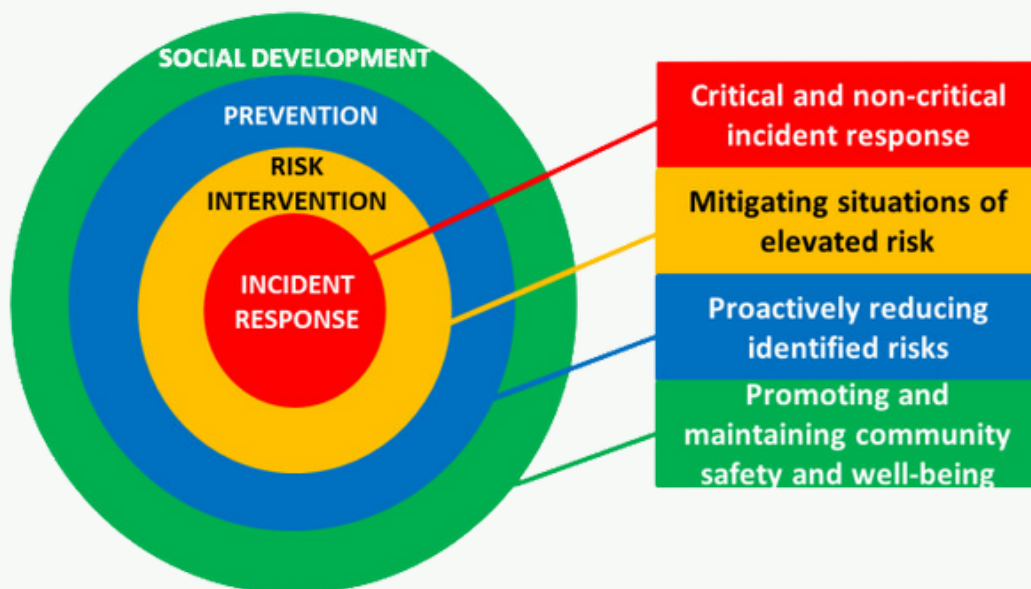
# ONTARIO'S CSWB PLANNING

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.



# WHERE WE HAVE BEEN




## Data and Asset Mapping



## Community Engagement



## Sensemaking and Plan Development



## Dufferin Community Safety and Well-being Plan

- Organizational consultations - 20 interviews were conducted with community organizations.
- Inventory of Dufferin planning tables - an inventory of existing planning tables in Dufferin was also conducted. A total of 33 planning tables were identified.
- Local data dive - local data was collected to validate resident perceptions, to support ongoing discussions, and to create a foundation.

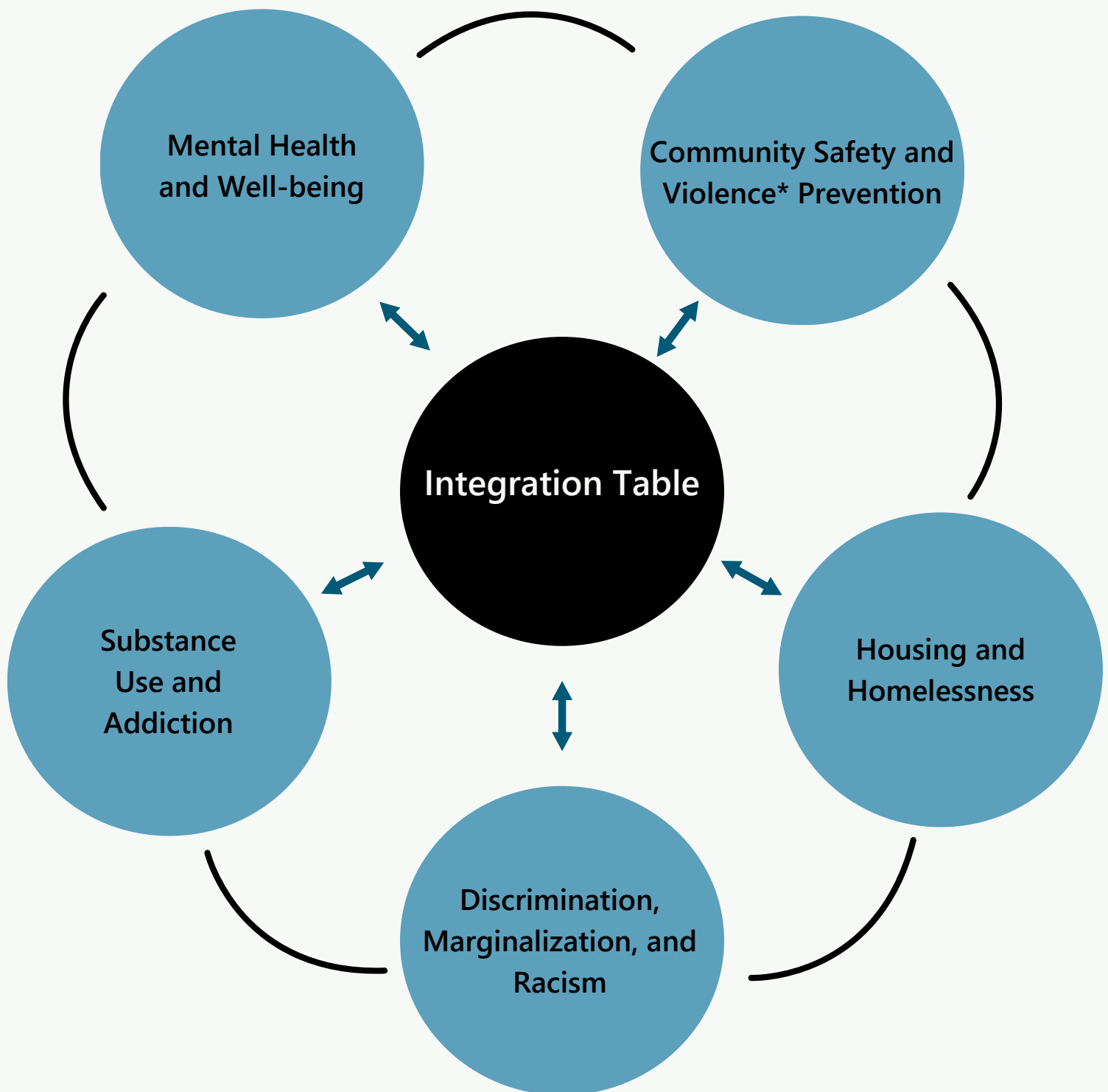
- Community consultation - a website was created to share information and to ensure residents were given the opportunity to participate in the plan's creation.
- Resident survey - residents were able to provide input into the plan through a survey. The survey was completed in late fall of 2020. A total of 471 responses were received from residents across Dufferin County.
- Youth engagement - an engagement session was held with youth in Shelburne to learn about their experiences and perceived risks to health and safety.
- Community organization consultation - community organizations were invited to participate in a survey to identify statistics they collect, local research that has been conducted, and priorities they would like to see reflected in the plan. A total of 20 organizations responded to the survey.

- The Advisory Committee reviewed all of the data and information that had been collected and identified five areas of focus for the plan:

1. Mental Health and Well-being
2. Housing and Homelessness
3. Substance Use and Addiction
4. Discrimination, Marginalization, and Racism
5. Community Safety and Violence Prevention

- The four-year plan was adopted in May of 2021. It will be reviewed annually.
- A structure has been established to lead the implementation of the plan, which leverages the use of existing tables in Dufferin, and ensures that there is an integrated response.
- A Lead Table has been identified for each of the priority areas. The existing Advisory Committee has converted into an Integration Table.

# PRIORITY AREAS & 2022 UPDATES



\*Gender-based Violence, and Family and Domestic Violence Prevention.



# MENTAL HEALTH AND WELL-BEING

**Lead Table:** Hills of Headwaters Ontario Health Team Mental Health and Addictions Work Group

**About:** We are a work group structured through the Hills of Headwaters OHT as a result of mental health and addictions being identified as a priority area for our local OHT. We are comprised of a wide range of community service providers and people with lived experience and we are broadly tasked with enhancing system integration; enabling straightforward and easy to navigate pathways for service; and addressing systems gaps. We have a number of sub-committees including the following: Community Crisis Integration Team, Community Response Team, Addictions Work Group, Palliative Care Work Group; Congregate Settings Community of Practice; and Single Intake Form Committee.

## 2022 Areas of Focus:

1. Support and belonging.
2. Holistic health and well-being.
3. Crisis prevention.

## 2022 Update:

Planned Outcomes	Realized Outputs and Outcomes
Enhance overall mental health and increase service provider resilience.	<ul style="list-style-type: none"> <li>Held workshops and training for service providers. Workshops focused on resiliency training, yoga, and self-care. There was strong attendance throughout 2022.</li> </ul>
Increase sense of belonging.	<ul style="list-style-type: none"> <li>Held ongoing lunch and learns for service providers. Service providers were able to share their experiences, expertise, and support each other.</li> </ul>
Reduce emergency room visits.	<ul style="list-style-type: none"> <li>Collaborated with Crisis Response Working group on several projects: <ul style="list-style-type: none"> <li>Completed process mapping that illustrates how services are accessed by children, youth, and adults in Dufferin.</li> <li>Developed a crisis brochure for physicians to distribute, as well as the general public.</li> <li>Supported integration of two new service components into the Community Crisis Intervention Team (CCIT): 1) The Mobile Crisis Response Team (MCRT) which is a collaborative pilot between Dufferin OPP and Headwaters Health Care Centre and 2) Two Community Outreach Support Counselors hired through FTP to support crisis response and outreach with chronically homeless individuals in Dufferin.</li> </ul> </li> <li>Baseline value for rates of emergency department (34 visits) as first point of contact for mental health and addictions-related care have been established .</li> </ul>

# 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 2022 goal was that "All members of the community will have equitable access to safe and affordable housing."

## 2022 Areas of Focus:

1. Community awareness and understanding of homelessness.
2. Reduction of barriers.
3. Housing stability supports and initiatives.

## 2022 Update:

Planned Outcomes	Realized Outputs and Outcomes
Increase community awareness and understanding of homelessness, the lack of safe and affordable housing in our community, and the impact these issues have on our community.	<ul style="list-style-type: none"><li>• Launched recruitment campaign for new members of the working group; one new member was added.</li><li>• Attended "Celebrate Your Awesome" on June 18, 2022, in Orangeville. Partners raised awareness on housing and homelessness while celebrating pride and diversity at the event.</li></ul>
Increase access to safe and affordable housing.	<ul style="list-style-type: none"><li>• Increased Ontario Priority Housing Initiative (OPHI) allowances from 54 to 66 at County of Dufferin.</li><li>• Increased Canada-Ontario Housing Benefits (COHB) from 25 to 49 at County of Dufferin.</li></ul>
Increase initiatives to help obtain and maintain safe and affordable housing.	<ul style="list-style-type: none"><li>• County staff member was certified in Rent Smart. Hope to expand program to other staff and clients to build strong tenant-landlord relationships.</li><li>• Distributed housing challenges and priorities post cards in Orangeville. Post cards allowed community to easily submit their challenges and priorities to Town Council - Town of Orangeville.</li><li>• The County realigned housing supports to the Ontario Works Division and created the Housing Stability Team. This team provides holistic support to clients on the By-Name List (BNL).</li></ul>



# SUBSTANCE USE AND ADDICTION

**Lead Table:** Dufferin-Caledon Drug Strategy Committee.

**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.

## 2022 Areas of Focus:

1. Community awareness and understanding of addiction.
2. Reduction of stigma.
3. Drug use safety.

## 2022 Update:

Planned Outcomes	Realized Outputs and Outcomes
Increase awareness and knowledge of drug-use safety.	<ul style="list-style-type: none"> <li>At Overdose Awareness Day event on August 31, 2022, Dufferin OPP talked about the "Good Samaritan Act" to help decrease concerns/myths associated with calling emergency personnel if someone is experiencing an overdose. <ul style="list-style-type: none"> <li>Many community members and service providers attended the event, and the following was provided: <ul style="list-style-type: none"> <li>30 community members attended.</li> <li>66 service providers attended.</li> <li>6 Naloxone kits to service providers (CMHA numbers).</li> <li>22 Naloxone kits, 2 short kits, 6 long kits, 7 meth kits and 2 small black sharps containers (WDG Public Health numbers), to a combination of service providers and community members.</li> </ul> </li> </ul> </li> <li>Engaged WDG Public Health on the FAST (Flexible, Scalable, Accessible and Timely) Overdose Alert Platform and its use in Guelph. Will continue discussions on this platform and its uses in 2023.</li> <li><u>Section 25.2 of the OHSA</u>: engaged businesses in the community and provided resources for workplace obligations (naloxone availability).</li> </ul>
Reduce the stigma of addiction in the community.	<ul style="list-style-type: none"> <li>Overdose Awareness Day event featured a community BBQ, Health Fair (highlighting the various addiction services/resources available in the community) and powerful speeches from people with lived experience with the aim to decrease stigma that continues to exist around addiction. Three people spoke from their own lived experience with addiction (either personal use or impact of supporting a loved one).</li> </ul>

# DISCRIMINATION, MARGINALIZATION, AND RACISM

**Lead Table:** County of Dufferin Diversity, Equity and Inclusion Community Advisory Committee (DEICAC)

**About:** The County of Dufferin Diversity, Equity and Inclusion Community Advisory Committee (DEICAC) was created in October 2020 as a response to local incidents of anti-Black racism. The Advisory Committee to County Council was implemented very promptly, following in the wake of similar actions in municipalities that took place during the most recent wave of North American African, Caribbean and Black community civil rights organizing, characterized by the United States and Global Black Lives Matter movement. The mandate for the committee will be to advise County Council, make recommendations and provide a monitoring and measuring role to help ensure that the County applies a diversity, equity and inclusion lens to its policies, services and programs.

## 2022 Areas of Focus:

1. Vision and mission.
2. Strategy and enhancement of priorities.

## 2022 Update:

Planned Outcomes	Realized Outputs and Outcomes
Mobilize and set a foundation for the working group to build on.	<ul style="list-style-type: none"> <li>Ruth Cameron Consulting was engaged and approved by County Council. DEICAC moved forward with Ruth Cameron Consulting to assist with strategic planning.</li> </ul>
Create a Terms of Reference and Strategic Plan for the Working Group that speaks to an enhancement of DEICAC priorities.	<ul style="list-style-type: none"> <li>DEICAC completed Terms of Reference and a Strategic Plan for the Working Group. This was approved by County Council on October 13, 2022.</li> <li>DEICAC outlined the following strategic objectives:               <ul style="list-style-type: none"> <li>Goal 1 - DEICAC works to advance initiatives focused on eradicating inequality in the delivery of County of Dufferin programs and services through developing knowledge of effective DEI practices.</li> <li>Goal 2 - DEICAC will monitor progress towards meaningful representation, diversity and participation of equity-seeking individuals and communities with County Council, and through knowledge-sharing, recommendations and engagement with municipal programs and services.</li> <li>Goal 3 - DEICAC promotes human rights and diversity through amplifying other select local initiatives raising awareness about equity, meaningful representation and inclusion, diversity, challenging discrimination, and promoting reconciliation.</li> <li>Goal 4 - The DEICAC mandate and strategic priorities are reflected in an annual work plan focused on a) the Committee completing relevant DEI training, b) providing informed recommendations to County Council, c) reporting on monitoring ensuring that the County applies a diversity, equity and inclusion lens to its policies, services and Programs, and d) where feasible, amplifying other local DEI initiatives.</li> </ul> </li> </ul>

# 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.

## 2022 Areas of Focus:

1. Increasing knowledge and awareness about domestic abuse.
2. Support and survivor voices.

## 2022 Update:

Planned Outcomes	Realized Outputs and Outcomes
Survivor feedback and initiatives.	<ul style="list-style-type: none"> <li>The Survivor Panel (SP) attended a resiliency workshop on March 31, 2022, with guest speaker Dr. Robyne Hanley-Dafoe. This workshop had 36 attendees. <ul style="list-style-type: none"> <li>5 Survivor Panel members presented about hope and resiliency at the March 31, 2022, workshop.</li> </ul> </li> <li>"Notebook" project continued throughout 2022 with the SP and clients. Women accessing the shelter space were provided notebooks and support by the SP. Clients voiced this provided them with additional support and benefits.</li> </ul>
Provide information and awareness about domestic abuse.	<ul style="list-style-type: none"> <li>On November 29, 2022, a DART workshop was held on The Assessment and Management of Intimate Partner Violence (IPV) with Dr. Randall Kropp. Attendees learned about the goals and uses of risk assessment, common methods and tools for assessing risk, an overview of perpetrator risk factors and victim vulnerability factors most relevant to violence and life-threatening (lethal) situations, recommendations for managing risk through monitoring, supervision, treatment, and victim safety planning strategies. <ul style="list-style-type: none"> <li>39 people attended the workshop on November 29, 2022.</li> </ul> </li> </ul>

\*Gender-based Violence, and Family and Domestic Violence Prevention.

# MUNICIPAL COLLABORATION

**Partners:** Amaranth, East Garafraxa, Grand Valley, Melancthon, Mono, Mulmur, Orangeville, Shelburne

## 2022 Areas of Focus:

1. Staff awareness and training.
2. Community awareness and intervention.

## 2022 Updates:

### Mental Health and Well-being

- Staff benefits and Employee Assistance Programs. Sharing benefit information with staff.
- Town shares information on range of mental health and well-being resources on social media with regard to community (Shelburne).
- Parks and Recreation Master Plan work has been underway, and the report will be complete on June 26, 2023. It will recommend a wide range of capital projects and investments in parks and recreation, including many new free parks services as part of the Town's commitment to supporting the community (Shelburne).
- Right to Disconnect policies for staff.
- Trails improvement to facilitate public activity (Grand Valley).
- Applying for funding for additional recreation resources.
- Worked with volunteer groups to increase senior recreation opportunities (Grand Valley).
- Lunch hour office closures to ensure staff get their lunch period.
- Ongoing monthly discussions for staff awareness of resources available.
- Bi-annual walking / trail events (Mulmur).
- Pickleball programming (Mulmur).
- Creation of outdoor community ice rink (Mulmur).
- Installed two tennis courts and approved 6 new pickleball courts at Mono College Park, 2 accessible tennis courts and washroom at Mono Centre Park, and the replacement of playground equipment at Island Lake Family Park with new accessible equipment and surfacing (2023 Completion, Mono).
- Exploring compressed work week and flexible schedule arrangements.

\*Items that do not mention a specific municipality are present at two or more municipalities.

# MUNICIPAL COLLABORATION

## Housing and Homelessness

- Initiated a Township led Zoning By-law Amendment to allow additional dwelling units in all residential areas (East Garafraxa).
- Increasing the housing supply through development planning.
- Township Official Plan Update (Mulmur).
- Allow Second Dwelling Units (Mulmur).
- Food Drives.
- Town planning supports infill developments and diversified housing stock, including rentals, to provide more access to homes (Shelburne).
- Town Council also serves as the Board of Directors for Fiddleville Not for Profit Housing, which is located in Shelburne, and is an affordable housing complex (Shelburne).
- Town works with the OPP as needed and has called for welfare checks for those who may be experiencing homelessness (Shelburne).

## Substance Use and Addiction

- Benefits plans include access to addiction services.
- Monthly discussions for staff awareness of resources available.
- Accepted Cannabis shops and accepted provincial funding to support policy work regarding addictions if needed (Grand Valley).
- Re-direct clients to other resources available.

## Discrimination, Marginalization, and Racism

- Implementation of DEI committees.
- Flag raising for awareness days and celebratory parts of the year.
- Staff DEI training, and job postings include commitments to diversity.
- Development of a Mulmur Post Secondary School Bursary Program (Mulmur).
- Canadian Centre for Diversity and Inclusion membership. Allows additional training and resources.
- Council declarations for various initiatives.
- Town painted cross walk program started in 2022 and to date includes one for Every Child Matters, and Pride Month. Up to 10 cross walks over the next few years with themes that celebrate diversity, culture and heritage of our community are expected (Shelburne).

# MUNICIPAL COLLABORATION

## Community Safety and Violence Prevention

- Mono Community Safety Committee (OPP and residents) provide advice about enhanced community safety (Mono).
- OPP Policing Contract includes an extra 1.5 FTE officer for traffic enforcement including speeding (Mono).
- Established an accessible ramp subsidy program (Mono).
- Playground accessibility upgrades.
- Speed reductions on various roadways.
- Load restrictions on bridges.
- RIDE grant.
- OPP RIDE programs.
- Upgrading sidewalks for enhanced accessibility when they are being re-done.
- Increased by-law enforcement of parking violations and improved parking safety.
- Investigating speed mitigation options.
- Requested additional police patrols for areas of high speed or frequently ignored stop signs.
- Installed Pedestrian Zone Signs in the Hamlet of Horning's Mills. Installed Children Cut-out signs in Horning's Mills that depict children playing that say, "Please Slow Down for my safety" (Melancthon).
- Reduced the speed limit on the 4th Line NE to 60 km/hour (Melancthon).
- Grant for community safety policing programs to address community safety and violence (Shelburne).
- Work with OPP and receive their Shelburne area bulletins which may be reposted on our web site and social media. Use communications and releases for ongoing community safety issues in the community (Shelburne).
- Town has policy that outlines no tolerance of bullying or violence toward staff; sport and park contacts also reference the R Zone and non-compliance with acting in a respectful manner will not be tolerated (Shelburne).
- Town recently approved a Trespass Policy which includes list of non-acceptable behaviors that will not be allowed (Shelburne).
- Council supported Bill 5 (which was recently not approved by the Province) whereby elected official actions, including sexual harassment and other concerning actions the Municipal Act does not address, could lead to their removal from holding elected office (Shelburne).

# ACKNOWLEDGEMENTS

Community Safety and Well-Being is a comprehensive subject. Our community requires ongoing collaboration, information sharing, and performance measurement by many to be successful.

We are grateful for the individuals, partners, and service providers dedicated to this work. We appreciate your commitment. In particular we would like to recognize partners from CSWB Lead Tables, and the Integration Table:

- Alzheimer Society of Dufferin County
- Caledon-Dufferin Victim Services
- Canadian Mental Health Association (CMHA) - Peel Dufferin
- Community Living Dufferin
- County of Dufferin
- DC MOVES
- DCEC
- Diversity Equity Inclusion Community Advisory Committee
- Dufferin Area Family Health Team (DAFHT)
- Dufferin Caledon Domestic Assault Review Team (DART)
- Dufferin Child and Family Services (DCAFS)
- Dufferin Community Foundation
- Dufferin Situation Table
- Family Transition Place (FTP)
- Headwaters Communities in Action (HCIA)
- Hills of Headwaters Ontario Health Team (HOH OHT)
- Ontario Provincial Police (OPP) Dufferin
- Probation and Parole
- Services and Housing in the Province (SHIP)
- White Owl Native Ancestry Association

We would also like to thank our municipal partners:



TOWNSHIP OF  
**AMARANTH**



Town of  
**GRAND  
VALLEY**



TOWNSHIP OF  
**EAST GARAFRAXA**



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





# APPENDIX - GLOSSARY OF TERMS

CHHAP	Chronic Homeless Housing Allowance Program - ongoing financial supplement paid by the County to the landlord or eligible renter (from the BNL) to help them offset rental costs.
Chronic Homelessness	Refers to individuals who are currently experiencing homelessness AND who meet at least 1 of the following criteria: <ul style="list-style-type: none"> <li>• they have a total of at least 6 months (180 days) of homelessness over the past year.</li> <li>• they have recurrent experiences of homelessness over the past 3 years, with a cumulative duration of at least 18 months (546 days).</li> </ul>
CMHA	Canadian Mental Health Association (Peel-Dufferin)
COHB	Canada-Ontario Housing Benefit
Comprehensive 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 Children 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
HOHC	Hills of Headwaters Collaborative

# APPENDIX - GLOSSARY OF TERMS

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.
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 and/or behaviour changes that contribute to overall goals.
SHIP	Services and Housing in the Province
SP	The Survivor Panel; a panel of survivors that works in collaboration with the Community Safety and Violence Prevention table.