



HEALTH & HUMAN SERVICES COMMITTEE AGENDA

Thursday, June 27, 2024 at 1:00 pm

W & M Edelbrock Centre, Dufferin Room, 30 Centre St, Orangeville ON L9W 2X1

The meeting will be live streamed on YouTube at the following link:

<http://www.youtube.com/@DufferinOne>

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at info@dufferincounty.ca or 519-941-2816 ext. 2500 by 4:30 pm the day before the meeting.

REPORTS

1. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #1
Dufferin County Equity Collaborative (DCEC) 2023 Report to the Community

A report from the Director of Community Services, dated June 27, 2024, to highlight key activities and accomplishments of DCEC members during the 2023 calendar year.

Recommendation:

THAT the report of the Director, Community Services, titled Dufferin County Equity Collaborative 2023 Report to the Community, dated June 27, 2024, be received.

2. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #2
Community Safety and Well Being Plan 2021 to 2024 – 2023 Annual Report

A report from the Director of Community Services, dated June 27, 2024, to highlight activities and accomplishments of the Community Safety and Well-Being Integration Table and Priority Area Working Groups during the 2023 calendar year.

Recommendation:

THAT the report of the Director, Community Services, titled Community Safety and Well-Being Plan 2021 to 2024 – 2023 Annual Report, dated June 27, 2024, be received.

3. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #3
Canada-Wide Early Learning and Child Care System Update #3

A report from Director of Community Services, dated June 27, 2024, to provide an update on the administration of the Canada-Wide Early Learning and Child Care System (CWELCC) agreement.

Recommendation:

THAT the report of the Director, Community Services, titled Canada-Wide Early Learning and Child Care System (CWELCC) Update 3, dated June 27, 2024, be received.

4. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #4
By Name List Support from Housing Reserve

A report from Director of Community Services, dated June 27, 2024, to outline a request to withdrawal of \$100,000 from Reserve for Social Housing, to continue to support Dufferin's By Name List (BNL).

Recommendation:

THAT the report of the Director, Community Services, titled By Name List Support from Housing Reserve, dated June 27, 2024, be received;

AND THAT Council approve additional Housing Allowances for eligible applicants on the By Name List up to \$100,000;

AND THAT these costs be funded through the Reserve for Social Housing.

5. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #5
Dufferin Oaks 2024 Funding Update

A report from Administrator of Dufferin Oaks, dated June 27, 2024, to inform committee members of recent funding updates announced by the Ministry of Long Term Care.

Recommendation:

THAT the report of the Administrator, dated June 27, 2024, regarding Dufferin Oaks 2024 Funding Update, be received.

6. HEALTH & HUMAN SERVICES – June 27, 2024 – ITEM #6
Shelburne Centre for Health Space Request

A report from Administrator of Dufferin Oaks, dated June 27, 2024, to inform committee members of a request from the physicians of the Shelburne Centre for Health.

Recommendation:

THAT the report of the Administrator, dated June 27, 2024, Shelburne Centre for Health Space Request, be received;

AND THAT Council approves Shelburne Centre for Health's request for additional space;

AND THAT Council authorizes a lease agreement for the sum of one dollar (\$1.00) per year for the requested space.

NOTICE OF MOTIONS

Next Meeting

Thursday, August 22, 2024

W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

**Subject: Dufferin County Equity Collaborative 2023 Report to the
Community**

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, titled Dufferin County Equity Collaborative 2023 Report to the Community, dated June 27, 2024, be received.

Executive Summary

The attached Dufferin County Equity Collaborative (DCEC) 2023 Report to the Community provides a highlight of key activities and accomplishments of DCEC members during the 2023 calendar year. DCEC remains dedicated towards improving outcomes in Housing and Homelessness, Health Equity, Employment, and VOICES of Lived Experience Dufferin. Together the Collaborative continues to focus on reaching the vision that “every resident of Dufferin County will have the opportunity to reach their full potential”.

Background & Discussion

This report is a summary of progress made in 2023 and it acknowledges the efforts of those who have contributed to another successful year. Together DCEC is making great progress towards having an impact.

Looking Forward – Living Wage

DCEC is investigating the Living Wage accreditation process for its members. DCEC members could become accredited Living Wage Employers. The County of Dufferin, as Co-Chair of DCEC, is looking to lead this work. This aligns with the County’s own work on

Equity. Staff from Community Services and People and Equity are currently working through the details.

Living Wage Employers recognize that paying a living wage constitutes a critical investment in the long-term prosperity of the economy by fostering a dedicated, skilled, and healthy workforce.

Living Wage Employers sign a license agreement and pay an annual employer certification fee. This fee helps the Ontario Living Wage Network to calculate the living wage, certify and recognize employers for their living wage commitment, and advance the living wage movement.

Certified employers will be added to a Living Wage Ontario employer directory and map and recognized on social media. They also receive a certificate, window decals and a logo package for use in print and online.

Financial, Staffing, Legal, or IT Considerations

There is no impact.

In Support of Strategic Plan Priorities and Objectives

Community - support community well-being and safety through collaboration and partnerships

Governance - improve the County's internal and external communication

Equity – ensure the County is an inclusive, equitable, and supportive Employer of Choice

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Prepared by: Dan McCord, Senior Policy Analyst, Community Services

Attachment: Dufferin County Equity Collaborative 2023 Report to the Community

Reviewed by: Sonya Pritchard, Chief Administrative Officer



**DUFFERIN
COUNTY
EQUITY
COLLABORATIVE**

**2023 REPORT
TO THE
COMMUNITY**

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FROM THE CO-CHAIRS

Equity is impacted by many factors, and this was clear in 2023. Policy and service changes, economic uncertainty, and national crises compounded inequity in 2023.

The Dufferin County Equity Collaborative (DCEC) responded to a homelessness crisis, a new employment landscape, and an unprecedented food security and health equity crisis. These efforts are summarized in the 2023 DCEC Report to the Community.

We recognize equity is key to the success of our community. As Co-Chairs, we would like to thank our members! Their efforts are a constant reminder of the great potential in our community, and everyone in it.

Anna McGregor

Director - Community Services



Heather Hayes

Executive Director



WHO WE ARE

DCEC.ca

VISION

Every Resident of Dufferin County will have the opportunity to reach their full potential.

MISSION

A collaborative broad base of stakeholders who are working together to improve the quality of life of Dufferin County residents.

The Dufferin County Equity Collaborative (DCEC) formed in 2018. It was created when the Dufferin County Poverty Reduction Task Force and the Local Health Integration Network Sub-Collaborative recognized they could benefit from combining their skills and knowledge.

The tables joined and held their first meeting on December 13th, 2018. The collaborative is composed of:

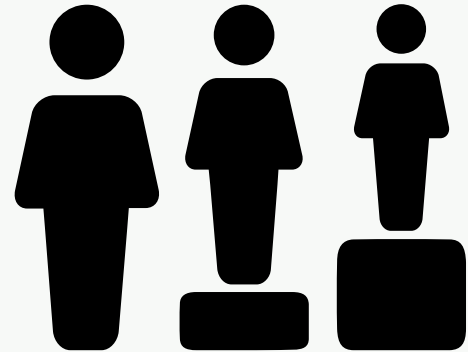
- Human Service Providers
- Decision Makers
- Community Leaders

VOTING MEMBERS

- Alzheimer Society of Dufferin County
- Canadian Mental Health Association Peel-Dufferin
- Catholic Family Services Peel Dufferin
- Choices Youth Shelter
- County of Dufferin
- Dufferin Area Family Health Team
- Dufferin Child and Family Services
- Family Transition Place
- Friends and Advocates Peel
- Georgian College
- Habitat for Humanity
- Headwaters Communities In Action
- Headwaters Health
- Hospice Dufferin
- Muslims of Dufferin
- Orangeville Foodbank
- Services and Housing in the Province
- Town of Orangeville
- United Way Guelph Wellington Dufferin
- Upper Grand District School Board
- White Owl Native Ancestry Organization
- Workforce Planning Board of Waterloo Wellington Dufferin

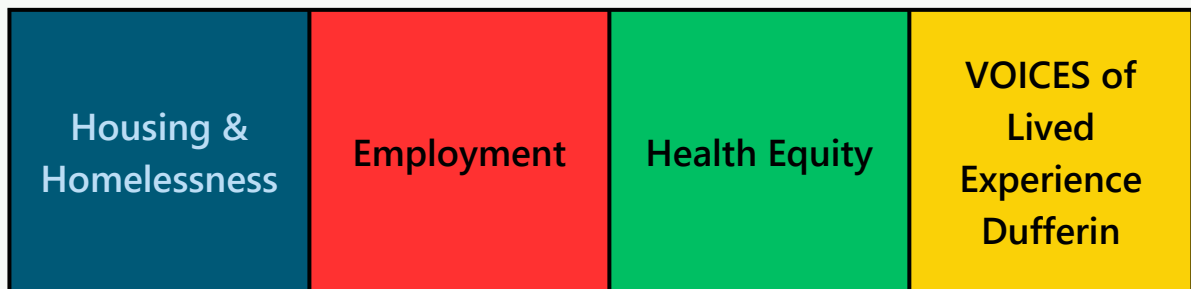
WHY EQUITY?

To achieve equity, we need to understand the obstacles that hinder performance and potential in our community. By providing measured supports and resources we can assist in this process. Equity is a complex, subjective, and personal subject. Acknowledging and acting with this in mind is crucial to our work at DCEC. We often ask our community and our Collaborative:



- What would help you get where you need to go?
- What is in the way?
- What is your experience with equity and your story in Dufferin County?

CURRENT PRIORITY AREAS



We acknowledge the complexity of equity, and the numerous obstacles that hold back individual potential. The Collaborative has agreed upon and identified four areas in our community that we believe are priorities.

Where We Have Been



Nov. 2015

- Dufferin Housing Poverty Forum was held. Importance was placed on establishing a local Poverty Task Force and local strategy.

Feb. - Oct. 2016

- First meetings on poverty reduction and first two DC MOVES Forums.
- Consultant was hired to create an environmental scan of poverty in Dufferin. Early results were discussed at the Forum.
- Pillars of Community Well-being, Poverty Reduction, and Resource Sharing were set.

Nov. - January 2017

- The pillars were presented to County Council, along with a request for funding.
- Formalized structure of DC MOVES was established as well as the pillars.
- The DC MOVES leadership table was formed with members of Public Health, Georgian College, HCIA, and County of Dufferin.

Feb. - Nov. 2017
 Consultant completed Reducing "Poverty in Dufferin County: A Proposed Strategic Framework."
 Dufferin County Poverty Reduction Task Force (DCPRTF) held its start-up meeting and became members of Cities Reducing Poverty and wrote letters to Province on Housing & Income Security Reform.

May - June 2019

- Work completed by groups.
- Conducted six-month review meeting in June. Reviewed each group's progress to date.
- Revealed the DCEC logo, social media, and website.

Feb. - April 2019

- Group chose three areas of focus.
- Survey and vote on actions for roadmap.
- Started Tamarack Institute - Vibrant Communities - "Getting to Impact" program.
- Reviewed actions for priority areas. Invited members to join a working group for one of the areas.

Sept. - Dec. 2018

- The two poverty groups joined.
- New TOR presented. Moved away from DC MOVES leadership.
- New name Dufferin County Equity Collaborative (DCEC) adopted.
- County of Dufferin and Public Health became co-chairs.
- DCEC launch meeting.
- Review of TOR by attendees and call to membership.
- Review of new draft of roadmap and priorities.

Jan. - May 2018

- Community Poverty Reduction Summit was held. Elaine Capes became DC MOVES Coordinator.
- Finalization process underway for roadmaps and inventory of agency actions.
- Connected with CW-LHIN.
- Questions raised on TOR and connection to DC MOVES.
- Discussion of joining DCPRTF and CW-LHIN Poverty Sub Collaborative.



Sept. - Dec. 2019

- Largest "Bridges Out of Poverty" workshop in Dufferin was held (94 attended).
- Attended the 2019 Cities Reducing Poverty Ending Poverty in Canada event.
- The County proclaimed Oct. 17 as the "International Day for the Eradication of Poverty" in Dufferin.
- Released the 2018/2019 Report to the Community.

March - Dec. 2020

- COVID 19 disruption.
- Despite the challenges of the pandemic, DCEC continued to make progress on areas of inequity in Dufferin.
- Headwinds and tailwinds of the pandemic explored.
- Released the 2020 Report to the Community.

Jan. - Dec. 2021

- DCEC continued virtual meetings.
- Many partners experienced service disruptions due to the pandemic.

Jan. - Sept. 2022

- 2021 Report to the Community released.

November 2022 - May 2023
 DCEC resumed in-person meetings.
 2022 Report to the Community released.

CREATING CHANGE

Pathways to Change

Advocating, Informing, and Building Awareness

- Championing and giving a voice to the need for system and policy changes that reduce inequities.
- Increasing public, influencer and decision-maker awareness and will.
- Informing key parties about local needs and priorities to influence policy, and service design, delivery, and evaluation.



Minimizing Service Barriers

- Defining the boundaries, actors and relationships in the system and providing service from a system lens.
- Understanding service access through a client, patient, etc. perspective.
- Responding (to needs and designing system accordingly) from the client perspective.



Innovating Solutions

- Informing planning and decisions through evidence.
- Creating or adjusting programs, services, and practices.
- Recognizing and acting on opportunities to make immediate change to improve services.



Speak Our Language

Impact

- The effect outcomes have on our overall vision.



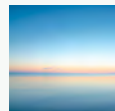
Outcomes

- Actions, behaviour changes, etc., by key system actors that contribute to our goals (i.e.: increase the awareness of housing and homelessness issues with local decision makers).



Horizons

- Crisis Management
- Recovery
- Transformation



They can happen all at the same time, or we may shift back and forth between these horizons for the next few years.

HOUSING & HOMELESSNESS

GOAL: All members of the community will have equitable access to safe and affordable housing.

Planned Outcomes	Realized Outputs & 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"> • Dufferin County Communications Manager issued media release. Dufferin County calls on the province to prioritize housing and homelessness. Working group shared these posts in their network. • County Council joined Association of Municipalities of Ontario (AMO) in calling for increased collaboration to increase housing supply and tackle homelessness.
Increase access to affordable housing options.	<ul style="list-style-type: none"> • Ed Peterson, Founder of Tiny Homes Association, gave a presentation to the Working Group that was attended by County Planning, Economic Development, and Building staff.
Increased access to safe and affordable housing.	<ul style="list-style-type: none"> • 26 Recipients received COHB. • 11 Asylum seekers/refugees received COHB. • SHIP opened 236 First St. in May 2024 which provides 27 permanent, supportive housing units. Residents began moving in as of May 22, 2024, and the site is expected to reach full occupancy by the end of June 2024.
Increase access to safe and affordable home ownership.	<ul style="list-style-type: none"> • Eden Grodzinski from Habitat for Humanity gave a presentation on Tiny Homes. There is interest at all levels of government, but funding is not currently available.
Municipal Comprehensive Review.	<ul style="list-style-type: none"> • Presentation from Planning and Economic Development staff of the Municipal Comprehensive Review. A number of opportunities were presented.
Increased initiatives to help obtain and maintain safe and affordable housing.	<ul style="list-style-type: none"> • 10 clients graduated from the RentSmart program. • Ability to compensate landlords for damage to their rental units through CATSHED.

EMPLOYMENT

GOAL: All members of the community will have equitable access to meaningful employment opportunities with the ability to achieve economic well-being.

Planned Outcomes	Realized Outputs & Outcomes
<p>Increase awareness of challenges employers and employees face in Dufferin.</p>	<ul style="list-style-type: none"> • Workforce Planning Board (WPB) launched Findyourjob.ca. This houses the Local Labour Market Insights Report. The report allows anyone to access wage, skills, and benefit data. Employers can sign up for customized labour market data. • Free online tool: Where to? Mapping Immigrants' and Non-permanent Residents' Settlement in Canada - The Conference Board of Canada • As part of WPB's IRCC application to bring the Workplace and Immigrant Network (WIN) to Dufferin County in 2025, WPB and Polycultural are meeting end of April to discuss the landscape of immigrants in Dufferin: challenges, how WIN and Polycultural can support immigrants living in Dufferin (maybe returning to work in Dufferin). • WPB is also doing some research in 2024 to get an idea of the immigrants working outside Dufferin (age, gender, period of arrival, occupations, industry) and what re-attraction of talent could look like to support Dufferin employers.
<p>Increase awareness and access to local skills training, vacation and apprenticeship opportunities for new to the labour market or career changers.</p>	<ul style="list-style-type: none"> • November 2023, Dufferin Board of Trade (DBOT) and Career Education Council (CEC) Dream Dufferin event had 800 attendees. • CEC Career Pathways back in person as well as other events and Speakers Bureau. • ECE workforce strategy conducted by County.
<p>Identify employment-based quality of life priorities for Dufferin County.</p>	<ul style="list-style-type: none"> • WPB launched Findyourjob.ca. This houses the Local Labour Market Insights Report. The report allows anyone to access wage, skills, and benefit data. Employers can sign up for customized labour market data. • Investigating Living Wage for Dufferin County and DCEC as a group member for certification.

HEALTH EQUITY

GOAL: All members of the community will have equitable access to resources for health, and to receiving care that is person-centred.

Planned Outcomes	Realized Outputs & Outcomes
<p><u>Food Insecurity Group</u> Expand coordination between food services and others. Consult with Partners with Lived Experience to expand equitable access to food in ways that do not stigmatize. Prioritize most vulnerable populations (e.g. those with health-related dietary needs; rural/lack of transportation; single mothers).</p>	<ul style="list-style-type: none"> • Dufferin Food Access Guide updated and circulated, with a QR code for easy access to latest file on MyDufferin.ca (4th edition). • Advised partners to swap from coupons or food baskets in offices to grocery cards to reduce stigma. • Connected Westminster Church with Orangeville Food Bank to help prepare foods for vending machines. • Outreach to other kitchens and volunteers. • Connected with local landowners interested in growing for food banks or providing space for low-income families to grow. • Income Security for Food Insecurity campaign on in Dufferin until April 30. • Set up seed library in Orangeville. • Westminster United Church is offering free seniors lunch socials and edible landscaping (pick’n’eat). • Town of Shelburne - Economic Development to encourage food bank donations when polling businesses.
<p><u>Period Products Group</u> Conduct environmental scan to determine potential partners, funding, and awareness for free period products across Dufferin. Prioritize locations based on feedback from Partners with Lived Experience consultants and high populated buildings/facilities. Coordinate conversation with potential partners to maximize locations and joint awareness campaign.</p>	<ul style="list-style-type: none"> • Conversations and information gained from Period Ontario, Town of Orangeville (Red Movement), and Dufferin County. Procured costs for dispensers and products (ongoing). Have an up-to-date list of where free products will be available in Dufferin. Identified some funding opportunities to tap into if DCEC members want to provide free period products in their organizations. The group may take on a coordinator and advocacy role rather than a distribution role.

VOICES OF LIVED EXPERIENCE DUFFERIN

GOAL: The community will enact real change and consult Voices of Lived Experience Dufferin on equity issues.

Planned Outcomes	Realized Outputs & Outcomes
Creation of a PWLE group/Network.	<ul style="list-style-type: none"> Completed. A group was established with 6 original members. A couple of members have left and new ones added. The group has 5 members as of the end of 2023.
Development of the group's capacity to offer insights and opinions on initiatives or programs impacting PWLE in Dufferin County.	<ul style="list-style-type: none"> Completed. The group has discussed experiences with programs and aspects of living in poverty, read and discussed extensive research and developed informational materials including recommended actions for organizations to take. Custom consultations have also been completed on specific issues.
Establishment of a working document or framework of engagement through the group.	<ul style="list-style-type: none"> In progress. The framework outline has been completed and three of the 12 Chapters have been fully developed and documented.
Understanding of grassroots network creation, including group dynamics, processes, and leadership methodologies.	<ul style="list-style-type: none"> In progress. There is knowledge within the management team and partners regarding grassroots, collaborative processes and participatory initiatives. Within the VOICES group this understanding is developing.
Peer support enhancement with increased opportunities for interaction, access, and leadership.	<ul style="list-style-type: none"> In progress. Peer support has been identified as a crucial feature for service delivery. Various opportunities are being considered but have not yet been activated.
Inclusion in decision-making processes concerning people living with poverty.	<ul style="list-style-type: none"> In progress. A consultation process has been established and successfully utilized 3 times. Based on feedback from DCEC organizations, the group is considering additional methods for accessing PWLE for support in decision-making.
Preservation of team cohesion despite recent challenges, including member resignation.	<ul style="list-style-type: none"> The team has experienced multiple set-backs including a member's resignation, an interruption in funding support and a pause in the meeting routine.

VOICES OF LIVED EXPERIENCE DUFFERIN

GOAL: The community will enact real change and consult Voices of Lived Experience Dufferin on equity issues.

Planned Outcomes

Realized Outputs & Outcomes

Emphasis on building trust and safety within relationships as foundational for effective group work.

- Relationships within the group are strong, supportive and mutually empowering. Relationships and trust between the group and DCEC organizations are developing via the framework and the group is considering ways to evolve these interactions and build trust with agency partners.

Acknowledgment of the time needed for the group to coalesce, develop leadership skills, and establish its voice.

- The management team has acknowledged the pace of the group and offered support and patience as they forged their path to building group cohesion, self-directed progress and productivity on their own terms during this establishment phase.

Recognition of the project's evolutionary nature and the importance of sustainability planning.

- Feedback has been shared between the DCEC members and the VOICES group through the Coordinator to express expectations, an eagerness for more access and more flexible and efficient options for consultation. Trust- and relationship-building continue.

Commitment to cultivating strength over time before engaging with the wider community effectively

- Completed. VOICES has developed a high degree of internal strength and cohesion as a group. This supportive core has made some feel strong enough to engage more actively outside of VOICES.

Emphasis on countercultural paradigms within internal structure, unraveling capitalistic & oppressive structures, and fostering a participatory process unique to the group's dynamics.

- In progress. VOICES has developed a unique process that is truly led by people with lived experience. How this translates into productive dialogue and influence on systems and changes in services is a work in progress.

CLOSING THOUGHTS

From the Warden

On behalf of the County of Dufferin, I am pleased to present the 2023 DCEC Report to the Community.

In 2023, equity remained a primary community priority and very much aligns to the County of Dufferin Strategic Plan. This report illustrates the crucial work underway in Dufferin, and the ongoing collaboration required to advance equity.

I would like to thank DCEC and its partners. I am incredibly thankful for their vital service to our community and its most vulnerable.

Darren White

Warden



APPENDIX

BI	Basic Income
BNL	By-Name List - real-time list of all people experiencing homelessness, who want to be linked to services and work with service providers.
CAB	Community Advisory Board
CAT	Coordinated Access Table
CATH	Coordinated Access Transitional Housing Program: provides those who are identified as chronic on the BNL with a transitional unit for up to three months.
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">• 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).
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.
COHB	Canada-Ontario Housing Benefit
CSWB	Community Safety and Well-being

APPENDIX

CW- LHIN	Central West - Local Health Integration Network
DAFHT	Dufferin Area Family Health Team
DBOT	Dufferin Board of Trade
DCEC	Dufferin County Equity Collaborative
DC MOVES	Dufferin County – Managing Organizing Validating Engagement Strategy
DEI	Diversity, Equity, and Inclusion
HCIA	Headwaters Communities in Action
HHCC	Headwaters Health Care Centre
Impact	The effects of outcomes that contribute to our vision.
OHT	Ontario Health Team
OPHI	Ontario Priorities Housing Initiative
Outcomes	Actions, behavior changes, etc., by key system actors that contribute to our goals (i.e. increase in decision makers awareness of equity).
Output	The number of people or items produced by an action.
OW	Ontario Works
PWLE	Partners With Lived Experience

APPENDIX

SHIP	Services and Housing in the Province
TOR	Terms of Reference
WPB	Workforce Planning Board



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

**Subject: Community Safety and Well-Being Plan 2021 to 2024 – 2023
Annual Report**

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, titled Community Safety and Well-Being Plan 2021 to 2024 – 2023 Annual Report, dated June 27, 2024, be received.

Executive Summary

The attached Community Safety and Well-Being (CSWB) 2023 Annual Report highlights the key activities and accomplishments of the CSWB Integration Table and Priority Area Working Groups during the 2023 calendar year.

Background & Discussion

This report is a summary of progress made in 2023 and it acknowledges the efforts of CSWB Integration Table and its partners. Of note, a community survey was conducted in late 2023, and work is underway to utilize this survey as well as other data to guide the next Community Safety and Well-Being Plan for 2025-2028.

Financial, Staffing, Legal, or IT Considerations

There is no impact.

In Support of Strategic Plan Priorities and Objectives

Community - support community well-being and safety through collaboration and partnerships/ explore opportunities to improve access to healthcare services

Governance - improve the County's internal and external communication

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Prepared by: Dan McCord, Senior Policy Analyst, Community Services

Attachment: Community Safety and Well-Being Plan 2021 to 2024 - 2023 Report to the
Community

Reviewed by: Sonya Pritchard, Chief Administrative Officer



Dufferin county

Community Safety and Well-Being Plan 2021-2024



TOWNSHIP OF
AMARANTH



Town of
**GRAND
VALLEY**



TOWNSHIP OF
EAST GARAFRAXA



TOWNSHIP OF

MELANCTHON



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

TOWN OF
MONO



2023 Annual Report

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Message from the Co-Chairs

Ontario's Community Safety and Well-Being (CSWB) Planning

Where We Have Been

Priority Areas & 2023 Updates

Municipal Collaboration

Where We Are Going

Acknowledgements

Appendix - Glossary of Terms

MESSAGE FROM THE CO-CHAIRS

We are pleased to bring you the third annual report on the Community Safety and Well-being (CSWB) Plan for 2021-2024. This report highlights the significant work of the Integration Table, our partners, and the community in 2023.

Community Safety and Well-being are a foundation of vibrant communities. A variety of people call Dufferin County home. While our stories may differ, we all value safety and well-being.

In 2023, we took on many challenges, and we are pleased with our successes. In particular, the Integration Table successfully conducted a community-wide survey, which attained extensive reach, support, and participation throughout the County. Our community stepped up and has given us valuable information to guide our next 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**



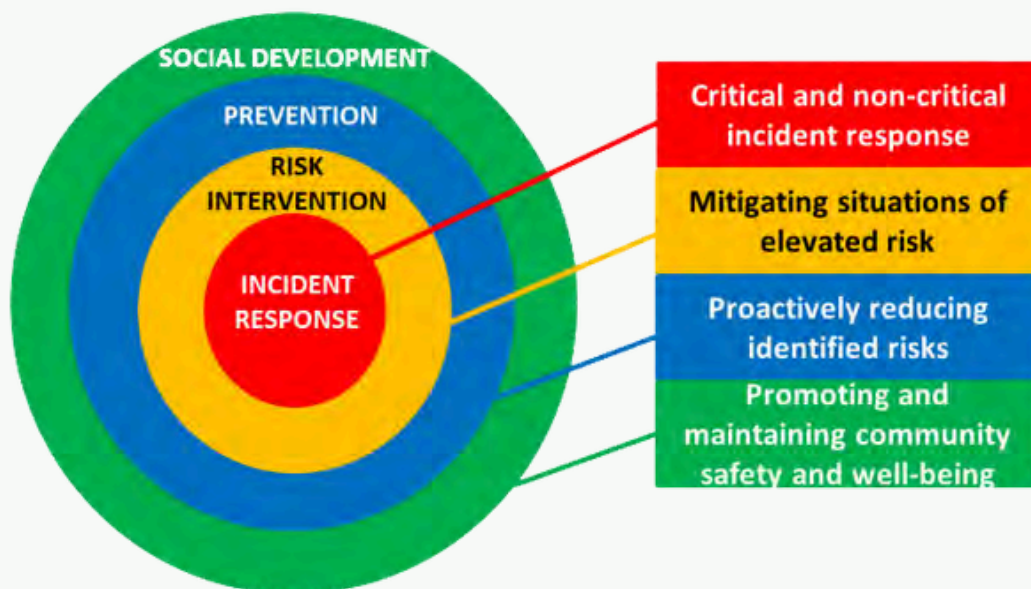
ONTARIO'S CSWB PLANNING

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



- 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 Engagement



- 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.



Sensemaking and Plan Development



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

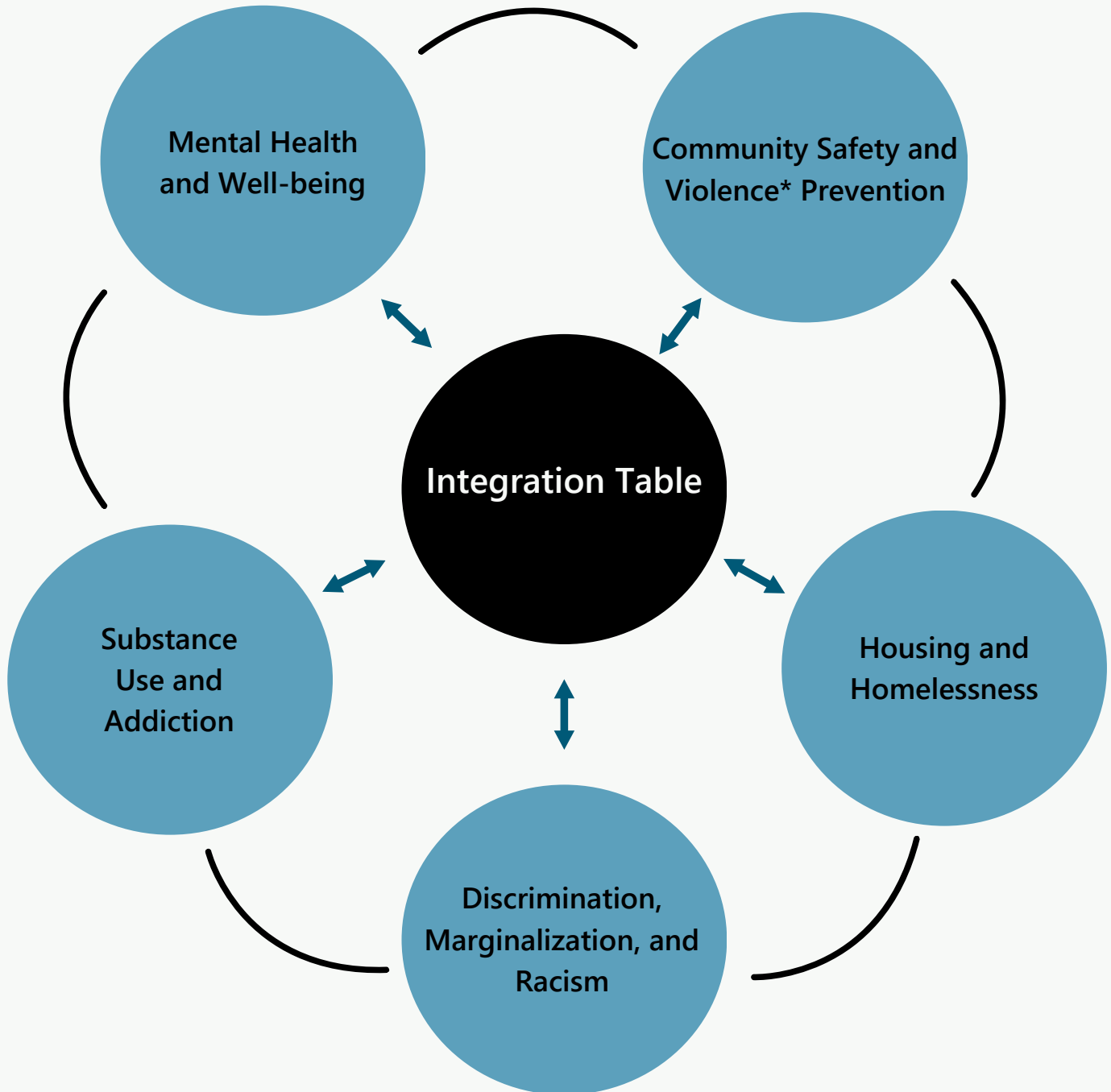
1. Mental Health and Well-being
2. Housing and Homelessness
3. Substance Use and Addiction
4. Discrimination, Marginalization, and Racism
5. Community Safety and Violence Prevention



Dufferin Community Safety and Well-being Plan

- 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 & 2023 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, Addictions Strategy, Bereavement Support; Congregate Settings Community of Practice; and Service Navigation.

2023 Areas of Focus:

1. Overall mental health.
2. Emergency Room visits.

2023 Update:

Planned Outcomes	Realized Outputs and Outcomes
Enhance overall Mental Health.	<ul style="list-style-type: none"> • Centralized Intake and navigation services modeled after other Ontario Health Teams. 211 was engaged to offer services to the Hills of Headwaters. Navigation committee formed to support implementation. • Annual Overdose Awareness Day held on August 31st to bring awareness to resources for the community and reduce the stigma associated with substance use and overdose. • New workplan for Community Mental Health and Addiction Support Services developed in alignment with OHT Strategic Plan. Main areas of focus include: <ul style="list-style-type: none"> ◦ Improve access and service navigation: Ensure seamless, easy-to-navigate, and equitable access to the right mental health and addictions care at the right time. ◦ Integration - Health and Primary Care: Advance whole person care experiences and health care integration. ◦ Develop system level outcomes or Key Performance Indicators. • The Working Group held a planning session in September to identify barriers and opportunities to having more reach and improving collaboration.
Reduce emergency room visits.	<ul style="list-style-type: none"> • Continued collaboration of community partners through the Community Integrated Crisis Team, Community Outreach Support Counsellors and Mobile Crisis Response Team to divert unnecessary use of hospital and Emergency Department. Data collection and analysis was supported by Collective Results to enhance awareness of resource use and need.

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 2023 goal was that "All members of the community will have equitable access to safe and affordable housing."

2023 Areas of Focus:

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

2023 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"> • County of Dufferin - Planning and Economic Development joined the Working Group. • FTP and Choices attended Celebrate Your Awesome, promoting the housing postcards to raise awareness.
Increase access to safe and affordable housing.	<ul style="list-style-type: none"> • Ed Peterson, Founder of Tiny Homes Association, gave a presentation to the Working Group that was attended by County Planning, Economic Development, and Building staff. • Presentation from Eden Grodzinski from Habitat for Humanity Halton-Mississauga-Dufferin's Tiny Home program.
Increase initiatives to help obtain and maintain safe and affordable housing.	<ul style="list-style-type: none"> • The County received additional Homeless Prevention Program funding and allocated funds for supportive housing and increased the number of housing allowances available. • The County provided 26 new Canada-Ontario Housing Benefits (COHB) to residents. This benefit is portable and can be taken anywhere in the province. • Dufferin's Men's Shelter opened. • Delivered RentSmart training and certification to two cohorts (Youth and Men's Shelter).

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.

2023 Areas of Focus:

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

2023 Update:

Planned Outcomes	Realized Outputs and Outcomes
Assist workplaces with substance regulatory changes.	<ul style="list-style-type: none"> • Outreach to community businesses re. <u>Section 25.2 of the OHSA</u>: Provided letters to identified businesses. Letters resources to assist with workplace obligations.
Reduce the stigma of addiction in the community and promote drug-use safety.	<ul style="list-style-type: none"> • Overdose Awareness Day event on Aug. 31: <ul style="list-style-type: none"> ◦ 45 community members attended. ◦ 48 service providers attended. ◦ 3 speakers shared their experiences with substance use; one from their own personal experience, one as a family member who lost their sister to an overdose related death and one first responder (Dufferin OPP) doing the work. ◦ 2 local newspapers (Banner and Citizen) attended and wrote an article about the event afterward. ◦ FTP distributed 34 naloxone kits/refills, 4 sharps containers (3 black and 1 yellow), 4 quick packs (10 packs of needles). ◦ WDG Public Health distributed 9 naloxone kits, 4 meth kits, 1 crack kit, 10 sharps (black), and 1- 1L kit. • In November 2023, the first edition of the Dufferin County weekly FAST Overdose Alert Platform report started being shared on Wednesday afternoon with committee members. This report helps to give an understanding of substance use harms within our communities.

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.

2023 Areas of Focus:

1. Recruitment.

2023 Update:

Planned Outcomes	Realized Outputs and Outcomes
Expand DEICAC membership.	<ul style="list-style-type: none"> • Underwent DEICAC membership recruitment. • November 21, 2023, DEICAC met to complete part one of the committee onboarding program.

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.

2023 Areas of Focus:

1. Maintain a sensitive, effective service response to victims and children who have been exposed.
2. Hold perpetrators of violence or abuse accountable for their behaviour and its effects.
3. Communicate and consult effectively between agencies.
4. Voices of Courage, people with lived experience group.

2023 Update:

Planned Outcomes	Realized Outputs and Outcomes
Continue Survivor initiatives.	<ul style="list-style-type: none"> • On June 8, 2023, the DART Coordinator attended the, "Supporting Survivors of Technology-Facilitated Gender-Based Violence," training led by the Women's Shelters Canada. • Survivor Panel conducted regular meetings.
Raise awareness and complete training.	<ul style="list-style-type: none"> • Family Transition Place (FTP), Sexual Violence Community Education Facilitator, worked with the hockey community for Hockey Canada, the Ontario Hockey League and, the Highlanders AAA Hockey association to provide sexual violence education. • Dufferin Child & Family Services & FTP met on September 25, 2023, for a full day training to strengthen relationships between organizations and talk about the work that were doing to support families. There were 70 people in attendance. • Between October - December 2023 Caledon/Dufferin Victim Services (CDVS) hosted and participated in: <ul style="list-style-type: none"> ◦ Hosted a workshop facilitated by the Canadian Anti-Hate Network for CDVS staff, Crisis Responders, police & community partners. ◦ Participated with Peel Children's Aid Society in the Dress Purple Campaign. ◦ Provided multi-day Victim Services training to Dufferin Paramedics. ◦ CDVS staff attended the virtual webinar Strong Connections - Gender Based Violence & Mass Casualty. ◦ Staff attended a one-day symposium on Intimate Partner Violence (IPV). ◦ Project - victim support through the holidays.

COMMUNITY SAFETY AND VIOLENCE* PREVENTION

2023 Update Continued:

Planned Outcomes	Realized Outputs and Outcomes
	<ul style="list-style-type: none"> • October 5, 2023, Meaningful Connections Workshop: DART members attended a ½ day training on October 5, 2023, at Monora Park. The workshop was led by Ginny Santos from Neole. It gave members an opportunity to make meaningful connections with each other since we have had new members over the last few years. Ginny led the group in 3D modeling activities to discuss what DART’s vision is, how members could contribute to the committee moving forward and members worked through a team development activity by taking a team approach to a complex scenario. A report was provided to the Committee. • CDVS trained 7 new crisis responders to provide direct service to victims of crime and tragic circumstances including victims of IPV. They also participated in 8 community outreach events & presentations highlighting community partnerships and local services. • CDVS staff participated in the following virtual trainings: <ul style="list-style-type: none"> ◦ Gender-Based Violence in the Lives of Muslim Women in Canada. ◦ Lessons Learned from the Nova Scotia Mass Casualty. ◦ Information sharing and collaboration across services to improve safety. ◦ Women’s Impressions of Counselling for Intimate Partner Violence. ◦ Supporting Sexual Assault Survivors After a Not-Guilty Verdict or Mistrial. ◦ Changing Outcomes for Women Experiencing Homelessness & Engaged in Survival Sex Work. ◦ Partnering with Media for Change: Disrupting Harmful Narratives on GBV. ◦ Integrating Culturally Sensitive Care in African, Caribbean & Black Service Delivery. ◦ Keira’s Legacy of Hope: Judicial Training on Family Violence. ◦ Helping the Helpers: A Trauma-Informed Approach to Supervision. ◦ Elder Abuse & Financial Abuse Prevention in LGBTQI+ Communities. ◦ The Healing Power of Our Stories with Brittany Snow, Jaspre Guest and David Kessler. ◦ Compassionate Community Care: Supporting Seniors and Vulnerable Persons. ◦ Older People and Housing Insecurity. • CDVS participated in numerous community outreach events & presentations highlighting community partnerships and local services. In particular, Senior Frauds & Scams presentations occurred throughout Dufferin County with more than 95% of seniors who attended feeling better equipped to identify or deal with Frauds or Scams after the presentation.

MUNICIPAL COLLABORATION

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

2023 Areas of Focus:

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

2023 Updates:

Mental Health and Well-being

Amaranth

- We co-hosted the International Plowing Match, an event that promotes community engagement and well-being.
- Employees are offered access to mental health professionals, stress management programs, and wellness initiatives designed to promote a healthy work-life balance.

East Garafraxa

- Partners with the Orton Community Association (Charity) as a funder for activities they promote through their facility.

Grand Valley

- Seniors Recreation Programming expansion project.
- New ball diamond construction for organized sports for children, families.

Melancthon

- Implemented temporary shutdowns and closures to ensure staff receive uninterrupted break periods and have the ability to partake in team bonding. Continue to have Staff meetings every morning before we start our day. Continue to close Fridays for the month of August, including the Friday before Labour Day (if it happens to fall in September).
- Purchased HR Downloads with hopes of implementing mental health and well-being sessions for staff.

Mulmur

- Afternoon Walking Videos.
- Community Recreation (pickleball, Tai-Chi, cards and conversations activity, woodworking group).
- Review of HR policies.

Orangeville

- Joint Health and Safety Committee along with Human Resources provided printed material and seminars to staff dealing with mental health and well-being.

Shelburne

- Staff attended mandatory "Mental Health in the Workplace" training.
- Staff and Council will attend various sessions on this topic at a number of professional organizational seminars throughout the year, including such organizations as AMO (Associations of Municipalities of Ontario)
- The benefits program for staff includes access to a range of supports for mental health and wellbeing, regular bulletins are provided to staff on what is available i.e. EAP (Employee Assistance Program)
- The Town supports all members of staff who may be experiencing challenges through accommodation where required and to ensure they have the time to manage what they are dealing with.

MUNICIPAL COLLABORATION

Housing and Homelessness

Amaranth

- The Township collaborates and donates to local food banks.

East Garafraxa

- Passed a Township initiated by-law to allow Additional Dwelling Units as of right removing barriers requiring a zoning amendment.

Grand Valley

- Updated growth plan to accommodate more development, more housing, more employment.

Melancthon

- In the beginning stages of implementing an “Additional Residential Units” (ARU) By-law. The policy will aim to permit up to three ARUs per lot in the Township.

Mulmur

- Monitored Provincial policy development
- Attended Housing and Homelessness sessions/workshops
- Advanced Draft Plan of Subdivision, including multi-residential component.

Orangeville

- Homelessness Task Force Committee met 8 times to discuss issues for those unhoused. The Town also implemented warming/cooling centres.

Shelburne

- In 2023 and 2024 the community grants program placed a high priority on food insecurity and the needs of those who are dealing with housing challenges. A significant portion of funding was devoted by Council to supporting organizations in these service areas, including local food banks.
- The Town was among many municipalities to formally support the policies of AMO regarding the need for the province to better support and fund homelessness with significant capital funding provided.
- The Town has attended a number of sessions on this issue to determine what role we can play in this important service area.
- The Town’s planning and development is based on supporting housing diversification and intensification to allow more affordable housing to be built where the developer chooses to provide this housing option.
- Through the assessment that is derived from the Town of Shelburne to the County we are indirectly supporting and funding all initiatives of the County of Dufferin.
- Council serves as the board for Fiddleville Non-profit housing and the housing units predominantly support income challenged residents.

Multiple Municipalities

- Food drive competition amongst municipalities.

MUNICIPAL COLLABORATION

Substance Use and Addiction

Amaranth

- The Township has a needle deposit program to reduce harm and connect individuals to treatment resources.
- Employees are offered access to addiction treatment services and counseling through a comprehensive benefits package.

Orangeville

- This topic was covered in the Homelessness Task Force as we dealt with many organizations throughout the Town offering assistance for substance use and addiction. The Town was equipped with cards to hand out to those in crisis. These cards provided contact information for various organizations to assist.

Shelburne

- The Town's role is limited to the staff training and information provided on these topics. One example is Sharps Training.
- The Town will share information with the public from various charities and not for profits during their campaigns or educational initiatives on Substance Use and Addiction and we will also share applicable information from the OPP Central Detachment.
- Staff were trained on Naloxone use.

Discrimination, Marginalization, and Racism

Amaranth

- Regular training is provided to staff where anti-discrimination policies are reviewed and updated.
- The Township participates in flag raising ceremonies and official proclamations such as Pride and Multiculturalism.

East Garafraxa

- Contributes to funding for multicultural organization.
- Partners with Community Living Dufferin on removing financial barriers by rebating some of their property taxes.

Melancthon

- Conducted an annual review/update of workplace policies.
- The Township participates in Flag Raisings for Black History Month, Pride Month, Multiculturalism Day and National Truth and Reconciliation Day.

Orangeville

- DEI Committee met 6 times to discuss topics/issues arising in our community and gathering solutions.

Shelburne

- The Town has a DEI Committee that is very active and has a significant budget. Committee representation includes three members of Council, which reflects the priority placed on DEI. The committee meets monthly. Community events led or supported by DEI include:
 - Black History Month (February).
 - National Day for Truth and Reconciliation and Orange Shirt Day.
 - Attendance at other community events to share DEI work, for example attending faith-based seminars or events in Shelburne, will be attending Fridays in the Park series starting June 2024 and are scheduled to be at Canada Day 2024 among other 2024 events.
- In 2023 accessibility was added to the DEI committee portfolio and they have initiated a range of new projects to support accessibility including how to make more downtown businesses accessible.

MUNICIPAL COLLABORATION

- Staff training regularly and annually includes a variety of sessions virtual or in person within this area for example:
 - Workplace Diversity and Inclusion Training.
 - Embracing Gender and Sexual Diversity Training.
 - AODA Customer Service Standards Training.
 - Workplace Violence and Harassment Refresher Training.
 - Unconscious Bias Training for All Audiences.
 - Workplace Sensitivity Training for Employees.
- The Town is a member of Canadian Centre for Diversity and Inclusion (CCDI) and staff and Council will attend various sessions and educational opportunities provided by this organization.
- The Town makes proclamations as well as having flags raised to recognize a wide range of special days and events. A full listing is provided on the Shelburne.ca website. A few examples are:
 - Pride month.
 - Black History month.
 - Human Trafficking Awareness.
 - Unity in Diversity.
- The Town completed our Parks and Recreation Master Plan, and the capital projects reflect an evolution in supporting and responding to the needs of a diversified community.
- The Town shares information, daily to weekly (Approximately 15 or more a month), via social media platforms (Facebook, Instagram, X and LinkedIn) to raise awareness on diversity of initiatives to promote multiculturalism.

Community Safety and Violence Prevention

Amaranth

- The Township has partnered with Commissionaires to enhance our neighbourhood by-law enforcement.
- The Township has enhanced our policing efforts through radar monitoring.

Mulmur

- Reviewed Health and Safety Policies and department needs.
- Council made decision to enter WSIB Excellence program.

Melancthon

- The Township has enhanced our policing efforts with additional funding added to the 2024 Budget for Paid Duty Policing.
- The Township hosted a Town Hall Meeting in April 2024 on Public and Road Safety.

Orangeville

- Conducted ongoing work with the OPP who also have a crisis response team who accompanies them to calls, etc.

Shelburne

- The Town is policed by the OPP and information they issue is regularly shared via social media.
- The Mayor and Council will also issue statements on specific community incidents.
- The Town recently completed a significant review of speed limits and traffic safety and traffic calming. All town roads with a few exceptions are 40km.
- The Town is also investigating automated speed enforcement.
- The Town regularly shares information on Emergency planning for your home and family including fire evacuation strategies for each home.

WHERE WE ARE GOING



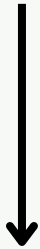
Data and Asset Mapping

- Local Data Dive - local data is being collected to guide the next CSWB Plan.



Community Engagement

- 2023 Community Survey - Residents completed a survey in late 2023 and early 2024. This will help evaluate progress on the 2021-2024 Plan in its final year and provide some guidance for the 2025-2028 plan.



Sensemaking and Plan Development

- Data Sensemaking - work is underway to examine and make sense of data at the Integration Table.
- Guiding the next Plan - The Integration Table will review all of the data and information that will be collected and identify areas of focus for the next plan.



Dufferin Community Safety and Well-being Plan 2025-2028

- Another four-year plan will be adopted with the completion of the 2021-2024 plan.
- 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.

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:



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"> • 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 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
CDVS	Caledon/Dufferin Victim Services
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

IT	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.
IPV	Intimate Partner Violence
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.



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

**Subject: Canada-Wide Early Learning and Child Care System (CWELCC)
Update #3**

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, titled Canada-Wide Early Learning and Child Care System (CWELCC) Update 3, dated June 27, 2024, be received.

Executive Summary

The Canada-Wide Early Learning and Child Care System (CWELCC) establishes the framework for providing a national system of high-quality, affordable, and inclusive early learning and child care services for all families and will help lower child care fees for parents. As the Service System Manager (SSM) for Child Care and Early Years services, it is the responsibility of the County's Early Years and Child Care (EYCC) Division to administer the new agreement in Dufferin within the licensed child care sector. This report provides an update on that work.

Background & Discussion

The Canada-Wide Early Learning and Child Care (CWELCC) System was introduced on March 28, 2022. The CWELCC framework aims to lower licensed child care costs for children ages 0-5 to an average of \$10 a day by 2026, while improving accessibility, quality, and inclusivity in Ontario's child care and early years sector.

The County's Early Years and Child Care (EYCC) Division has continued to administer the CWELCC system under Ministry of Education direction to 12 licensed child care operators

in Dufferin over the past two years, for them to receive funding to support eligible families and child care educators.

This report provides an update to the previous CWELCC updates of CC 2022-08-18 and CC 2023-02-23 (Canada Wide Early Years and Child Care System Updates 1 and 2).

CWELCC Operating Funding Expenditures - 2023

The total CWELCC operating spend for the 2023 reported year was about \$7.2 million. This includes the following:

- \$5.31 million for a 52.75% reduction in parent fees for full fee paying families
- \$986,251 for a 50% reduction in parent fees for fee subsidy families
- \$313,257 for Wage Compensation funding to support increased wages of Registered Early Childhood Educators (RECEs)
- \$490,374 for Cost Escalation to support Licensees in covering their increased operating costs for 2023 that may historically have been covered by parent fee increases
- \$142,840 for support to partially cover Licensees' costs for Audited Financial Statements as required by the Ministry from Licensees enrolled in CWELCC

The above includes CWELCC operating spend only (funding issued to current CWELCC-enrolled child care operators). It does not include spend for administration, nor for any start-up grants for existing operators engaged in expansion projects and new operators engaged in start-up projects as part of the Access and Inclusion Framework and Directed Growth Plan within the scope of CWELCC. Start-up funding information is covered under separate updates. The last update was CC 2024-02-22 (Access and Inclusion Framework and Start-Up Grants).

Implementation Updates

There have been several changes implemented to the CWELCC system in 2023 and so far in 2024. The most recent CWELCC guidelines were updated in March 2024. The CWELCC program continues to demand increased administration work from the County and child care operators.

CWELCC Fee Reduction Funding

In January 2023, the second phase of reduction in daily licensed child care fees for families with children ages 0-5 was implemented, supporting a 52.75% reduction for full fee paying families (to a minimum of \$12 a day) from the original amounts that were frozen as of March 27, 2022, and a 50% reduction of the parental contribution amount for families receiving fee subsidy. As of June 2024, the fee reduction amount has remained

the same and there has been no announcement to date indicating when the next fee reduction change will be implemented. It is anticipated that this will be announced for January 2025 as part of a new funding formula for CWELCC.

In September 2023, the EYCC team improved the process for administering the CWELCC fee reduction payments to licensed child care operators for all eligible families by transitioning from a manual calculation and reconciliation procedure to the online Ontario Child Care Management System (OCCMS), which also supports the administration of provincial funding such as Child Care Fee Subsidy. EYCC staff continue to support CWELCC fee reduction through OCCMS to help reduce administrative burden for the child care providers and facilitate data collection.

CWELCC Workforce (Wage) Compensation Funding for Eligible Staff

In 2023, the Ministry introduced Workforce Compensation as part of CWELCC funding to support and increase wages of eligible Registered Early Childhood Educators (RECEs), to meet a minimum wage floor of \$19/hour for program staff and \$21/hour for Supervisors and licensed home child care Home Visitors, and to implement the first year of a \$1/hour annual increase up to a maximum wage.

Effective January 2024, Workforce Compensation funding was increased for eligible staff to include an annual increase of \$2/hour and an increased minimum wage floor of \$23.86 for program staff and \$24.86 for Supervisors and licensed home child care Home Visitors. This increase to the wage floor significantly benefits the lowest wage earners, including those earning a base pay of the current provincial minimum wage.

CWELCC Cost Escalation Funding

As of January 2024, the Ministry provided increased funding to child care operators for an inflationary supplement to help offset cost escalation of operating expenditures (such as food, rent, program supplies, etc.), as child care fees could not be increased as of the implementation of CWELCC to cover such increases. The amount being received in 2024 is roughly double the amount received in 2023, which has helped to increase the financial viability of operators as the CWELCC system progresses.

CWELCC Funding – Other Supports

As a requirement of CWELCC participation, licensed child care operators must prepare and submit annual audited financial statements for the County's review, to hold operators accountable for their spend of CWELCC funding and to ensure that the funds are used correctly. The cost of these audited financial statements are partially reimbursed through CWELCC funding.

In 2024, “Emerging Issues” funding has been offered as a new funding support for CWELCC enrolled operators. Operators can apply for and use this funding exclusively for addressing nondiscretionary cost pressures in 2024 (that is, those beyond the operator’s control). This includes eligible new expenses or increased expenses related to the care of CWELCC eligible children, over and above what may be covered through Cost Escalation funding, such as increased accommodation expenses and costs to repair or replace physical assets, which may have historically been covered by increases to parent fees. Applications are being received at the end of June 2024 and it is expected that the funding allocation of \$412,848 for 2024 will be fully spent.

Financial, Staffing, Legal, or IT Considerations

Current Staffing

To effectively implement the changes to date, staff were required to take on new and more involved duties, which required changes to a job description. This resulted in a position change from Data Analyst Coordinator (DAC) to a Data and Funding Analyst, moving from a Grade 6 to 7 on the County Pay Grid. There is no impact to the tax levy.

Future Funding

The CWELCC system is in addition to the Child Care Fee Subsidy program. The 2023 funding allocation for CWELCC for the County was about \$8.3 million. This includes all CWELCC operating funding, as well as administration funding. Currently, there is no impact to tax levy.

However, as more details become available and more funds are needed for licensed providers, to support more Dufferin spaces, there may be a shortfall in 2024. When those details have been established, a report will be brought forward to council to request support from the Children’s Services Reserve Fund.

Future Staffing

A new funding formula for CWELCC is being planned by the Ministry for implementation in January 2025. It is anticipated to have a large impact on the entire sector. Although details have not been announced at this time, it is expected that this will bring new procedures and significant change to the current administration methods, resulting in an increase in the amount and complexity of the workload.

The province has said that there will be an incremental one-time only CWELCC administrative funding provided as part of the new funding formula, for implementation in 2024 to support increased staff costs. When more is known about the new funding

formula and the administration required to design, implement, and support it, a report will be brought forward for additional temporary staff.

In Support of Strategic Plan Priorities and Objectives

Economy - advance County-wide economic development workforce development

Governance - improve the County's internal and external communication

Equity – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Anna McGregor

Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

Subject: By Name List Support from Housing Reserve

From: Anna McGregor, Director of Community Services

Recommendation

THAT the report of the Director, Community Services, titled By Name List Support from Housing Reserve, dated June 27, 2024, be received;

AND THAT Council approve additional Housing Allowances for eligible applicants on the By Name List up to \$100,000;

AND THAT these costs be funded through the Reserve for Social Housing.

Executive Summary

There are currently not sufficient funds available to meet the need for Housing Allowances for those on the By Name list. To ensure continued support for those experiencing homelessness additional funding of \$100,000 from the Reserve for Social Housing is required.

Background & Discussion

Dufferin County continues to press forward and address homelessness using the By Name List. The By Name List (BNL) is a real-time list of all people experiencing homelessness in Dufferin, who have agreed to accept services. The list includes a robust set of data points that support coordinated access and prioritization at a household level, and an understanding of homeless inflow and outflow at a system level.

Dufferin County implemented its own BNL on May 1, 2019, as a tool to identify the most vulnerable community members who were experiencing homelessness and to connect

them to services to support them to find and maintain housing. In mid-June, Dufferin's By Name List had one of the lowest numbers in years, with a total of 19 homeless individuals. It has been the provision of housing allowances and services (currently provided by community partners) that has led to the ongoing reductions in homelessness.

Dufferin currently provide Housing Allowances from different funding programs:

- Chronic Homelessness Housing Allowance Program (CHHAP) – \$100,000 per year currently assisting 9 households - municipally funded
- Homelessness Prevention Program (HPP) Housing Allowance – \$368,000 per year currently assisting 41 households - provincially funded
- Ontario Priorities Housing Initiative (OPHI) - \$300,700 per year currently assisting 66 households – provincially funded
- Canada Ontario Housing Benefit (COHB) - \$130,800 per year currently assisting 26 households federally and provincially funded (part of National Housing Strategy) Details for funding for 2024 are still not available. This figure assumes no change to the existing level. Previously this was a funding line where increases were expected.

In the short term, eligible clients on the By Name List are offered a Housing Allowance from the municipally funded Chronic Homelessness Housing Allowance Program (CHHAP), formerly called the Dufferin Portable Housing Allowance. (See report CS 2019-08-22 Dufferin Portable Housing Allowance Implementation 2020.)

Then, based on availability clients are transferred to either provincially or federally funded housing allowance programs. (When new funding becomes available or when other clients leave the program.) The municipally funded program is designed to get people out of homelessness until other programs become available.

With various delays in funding announcements, from both provincial and federal funders, and no decrease in need, it has become more challenging to predict what can or cannot be supported and therefore harder to move clients from the municipally funded program to the other programs.

Staff recognize more funding is required to bridge the gap in the short term, while longer term financial projections can be calculated. Based on current projections, there are approx. 4 housing allowances left before current budgets are exhausted.

A draw of \$100,000 from the Reserve for Social Housing would provide sufficient funding to allow staff to continue to move clients from homelessness to housing, while monitoring the availability of other funding. This money would allow some flexibility beyond 2024 to support households which require different amounts of assistance and for different timelines.

Financial, Staffing, Legal, or IT Considerations

One of the most important services to support the By Name List is financial support in the form of Housing Allowances. The Reserve for Social Housing has a balance of \$701,304. A withdrawal of \$100,000 will leave a balance of \$601,304. The additional financial support this provides will help Dufferin work towards ending chronic homelessness, not just managing homelessness.

In Support of Strategic Plan Priorities and Objectives

Community - increase affordable and attainable housing options

Governance - improve the County's internal and external communication

Equity – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Anna McGregor
Director, Community Services

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

Subject: Dufferin Oaks 2024 Funding Update

From: Brenda Wagner, Administrator of Dufferin Oaks

Recommendation

THAT the report of the Administrator, dated June 27, 2024, regarding Dufferin Oaks 2024 Funding Update, be received.

Executive Summary

Long term care in Ontario is jointly funded by operators and the provincial government. Over the last several years there has been a concerted effort to improve the staffing compliments at all homes. The Provincial Government has supported this initiative with increases in various funding streams. Dufferin Oaks recently received an announcement for 2024-2025 funding enhancements from the Ministry of Long Term Care.

Background & Discussion

Each year, the Ministry of Long Term Care announces funding for their fiscal year (April 1-March 31), either through notices of One Time Funding or through the Long Term Care Homes Level of Care Per Diem Funding Summary. The 2024-25 Funding announcement highlight three funding allotments: Level of Care (LOC) Per Diem Funding, One Time Funding and Staffing Supplemental Funding.

Level-of-Care (LOC) Per Diem Funding

The 2024-25 Level-of-Care (LOC) Per Diem Funding has been announced and includes a 6.6% increase when averaged over all funding envelopes.

General Envelope	2023-24 Per Diem (\$)	2024-25 Incremental Increase (\$)	2024-25 Per Diem (\$)	% Increase
Nursing & Personal Care (NPC)	103.80	4.36	108.16	4.2%
Program & Support Services (PSS)	12.48	0.42	12.90	3.4%
Nutritional Support (NS)	12.07	1.00	13.07	8.3%
Other Accommodations (OA)	57.28	6.79	64.07	11.8%
Global Per Diem	7.53	0.26	7.79	3.4%
Total LOC Per Diem	195.69	12.96	208.65	6.6%

This increase represents the highest increase on record and is significantly higher than those in previous years:

	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
% increase in LOC per diem	1.7%	1.5%	1.5%	1.75%	2.4%	6.6%

The Ministry’s rationale for this increase is to allow homes to:

- Better manage the recent elevated growth in accommodation service costs, which include inflationary pressure on wages, equipment and supplies, as well as increasing resident needs
- Sustain and improve the quality of food provided to residents so that meals meet residents’ dietary needs
- Be better positioned to meet the legislated direct hours of care target (which was increased from 2 hrs and 45 minutes per resident per day in 2018 to 4 hours per resident per day by March 31, 2025).

The impact of the 2024-25 Level of Care (LOC) funding on the Dufferin Oaks 2024 Operating Budget has been reviewed and represents \$508,295, as summarized below:

Funding Envelope	2023/24 Funding	2024/25 Funding	2024 Total	2024 Budget	Impact on 2024 Budget
NPC** per diem	\$103.80 X CMI =\$98.43	\$108.16 X CMI =\$101.74	\$5,908,911	\$5,764,000	\$144,911
PSS per diem	\$12.48	\$12.90	\$749,212	\$730,810	\$18,402
NS per diem	\$12.07	\$13.07	\$750,603	\$710,350	\$40,253
OA per diem	\$57.28	\$64.07	\$3,651,635	\$3,355,000	\$296,635
Global per diem	\$7.53	\$7.79	\$452,339	\$444,245	\$8,094
TOTAL BUDGET IMPACT					\$508,295

2023-24 CMI = 0.94833, 2024-25 CMI = 0.9406

Case Mix Index (CMI)

The Nursing Level of Care envelope funds care and supplies for residents in long term care. Each resident's care needs are monitored through an assessment process and reported quarterly. This information is then compiled and used to classify each home's Case Mix Index (scoring used to determine the amount of funding each home requires based on level of care). The information used is twelve to eighteen months old and is not a true reflection of what the current requirements are. This funding is then weighted through an indexing ratio which further impacts the amount of funding received within the Nursing and Personal Care (NPC) Envelope. This indexing ratio decreases every year and has a negative impact on the amount of funding the home receives. This year, there was a larger overall increase to the Nursing Envelope which resulted in less of a loss of funding than previously anticipated.

2024-25 Dufferin Oaks Unadjusted CMI 103.55

2024-25 Re-Indexing Factor 0.9084

2024-25 Dufferin Oaks Adjusted CMI 0.9406

One Time Funding

In addition to the LOC increase, in late March the Ministry announced one-time funding of \$2,543 per bed to all LTC Homes, amounting to an additional \$406,800 for Dufferin Oaks. This funding is intended to address:

- Installation of sprinkler systems if needed
- Deferred maintenance and capital projects
- Other expenditures not related to staffing

Staffing Supplemental Funding

To support legislated care target increases for Direct Care and Allied Health Providers, the Ministry began providing additional funding in 2021/22 as outlined in the Long Term Care Staffing Increase Funding Policy. This funding has been increased for 2024/25 and has become base funding.

Details of this funding increase include:

- PSW, RPN, RN Staffing Supplement: has increased from \$1,212.93 per resident per month to \$1,822.02 per resident per month, resulting in \$875,914 2024 budget impact.

- Allied Health Professionals Staffing Supplement: has increased from \$112.94 per resident per month to \$161.35 per resident per month, resulting in \$19,868 budget impact.

This is the final increase as outlined in the “A better place to live, a better place to work: Ontario’s long-term staffing plan” from December 2020 which outlined the province’s commitment to increasing staffing levels in Long Term Care.

Staffing Supplements	Current Levels (2018 data)	2021-22 (to be achieved by Q4) Average	2022-23 (to be achieved by Q4) Average	2023-24 (to be achieved by Q4) Average	2024-25 (to be achieved by Q4) Average
PSW, RPN, RN Staffing	2 hrs and 45 minutes	3 hrs	3 hrs 15 min	3 hrs 42 min	4 hrs
Allied Health (Physio, Social Work, Rehab, Activation etc)	33 minutes	33 min	36 min	36 min	36 min

Summary of Increased Funding on 2024 Budget:

- Level of Care (LOC) Per Diem: \$508,295
- One-Time Funding: \$406,800
- Staffing Supplements: \$875,914 and \$19,868
- **TOTAL: \$1,810,877**

Financial, Staffing, Legal, or IT Considerations

There are no Legal or IT Considerations at this time and the Financial impact has been outlined in the report. Staff are currently reviewing current and potential staffing requirements as a result of the announced funding changes.

In Support of Strategic Plan Priorities and Objectives

- Community** - explore opportunities to improve access to healthcare services
- Governance** - identify opportunities to improve governance and service delivery
- Equity** – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Brenda Wagner
Administrator

Prepared by: Diane Whitten-Franks, Associate Administrator

Reviewed by: Sonya Pritchard, Chief Administrative Officer



A community that grows together

Report To: Chair Post and Members of the Health and Human Services
Committee

Meeting Date: June 27, 2024

Subject: Shelburne Centre for Health Space Request

From: Brenda Wagner, Administrator of Dufferin Oaks

Recommendation

THAT the report of the Administrator, dated June 27, 2024, Shelburne Centre for Health Space Request, be received;

AND THAT Council approves Shelburne Centre for Health's request for additional space;

AND THAT Council authorizes a lease agreement for the sum of one dollar (\$1.00) per year for the requested space.

Executive Summary

Ensuring small and rural communities are adequately serviced by family physicians has long been a concern and there have been numerous initiatives over the years to attract and recruit family doctors to Dufferin County. Physicians with the Shelburne Centre for Health have entered into a collaboration with the new Toronto Metropolitan University Medical School to be a clinical base for 6 students/residences annually. This program requires additional space at the Mel Lloyd Centre Clinic and the physicians are seeking financial support from the County of Dufferin for 2 additional offices.

Background & Discussion

Shelburne Centre For Health (SCFH) is a Family Health Organization located at the Mel Lloyd Centre in Shelburne. It consists of a group of physicians and allied health professionals working together to provide access to primary health care services. The Shelburne Centre for Health has applied and received approval to become a teaching

site for Toronto Metropolitan University's (TMU) Medical School. In July 2025, TMU will initially open its doors to one hundred and five Medical Residents, with the majority of them in the Family Medicine specialty program. Then, in September 2025, TMU will welcome an additional ninety-four medical students starting their four-year medical training.

SCFH will support the TMU medical program as the clinical home of six learners each year. This will be made up of both Family Medicine Residents and medical students. A Family Medicine Resident is a learner who has completed their medical schooling, obtained their Doctor of Medicine and are now completing their specialty two-year training in Family Medicine. Medical students are completing their four-year medical school program, which includes both in class and clinical placements. SCFH will be a primary placement location for the Family Medicine Residents for the two-year duration and will support medical students with their clinical placements.

To support this program, the SCFH requires additional space. They are requesting two office spaces which will provide four exam rooms dedicated to the Medical Residents' clinical placement. TMU will provide funding to equip the space for the students and the clinic physicians have committed to covering the capital costs that will arise from renovation of the space. SCFH is requesting that the County of Dufferin provides the clinic space on an ongoing basis.

Having medical learners complete their years of training in Shelburne is believed to be an effective strategy to help recruit doctors to the area and combat local doctor shortage. In 2005, the Northern Ontario School of Medicine (NOSM) opened with a focus to address underserved areas in Northern Ontario. A key statement from research on the success in rural physician recruitment from Northern Ontario School of Medicine (NOSM) states: "Positive changes, linked to collaboration with Northern Ontario School of medicine, included achieving a full complement of physicians in 5 communities with previous chronic shortages of 30%-50% of the physician supply, substantial reduction in recruitment expenditures, decreased reliance on locums and a shift from crisis management to long-term planning in recruitment activities. The magnitude of positive changes varied across communities, with individual leadership and communities' active engagement being key factors in successful physician recruitment." By providing space to make this training clinic possible, Dufferin County will support ongoing physician recruitment and ensure sustainability moving forward.

Financial, Staffing, Legal, or IT Considerations

SCFH currently leases six thousand and thirty three (6033) square feet and are seeking an additional six hundred and ninety two (692) square feet to support the training clinic. Current rates for this space would equal \$11,342.00 plus HST annually.

In Support of Strategic Plan Priorities and Objectives

Community - explore opportunities to improve access to healthcare services

Governance - identify opportunities to improve governance and service delivery

Equity – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Brenda Wagner
Administrator

Reviewed by: Sonya Pritchard, Chief Administrative Officer