

A watercolor illustration of a park scene. In the foreground, a wooden fence with three horizontal rails runs across the frame. To the right, a white metal bench is visible. The background features rolling green hills under a blue sky with soft, white clouds. Two large, leafy green trees are positioned on either side of the fence, framing the scene. The overall style is soft and artistic, with visible brushstrokes and a gentle color palette.

Pickering Community Safety & Well-Being Plan

— City of —
PICKERING

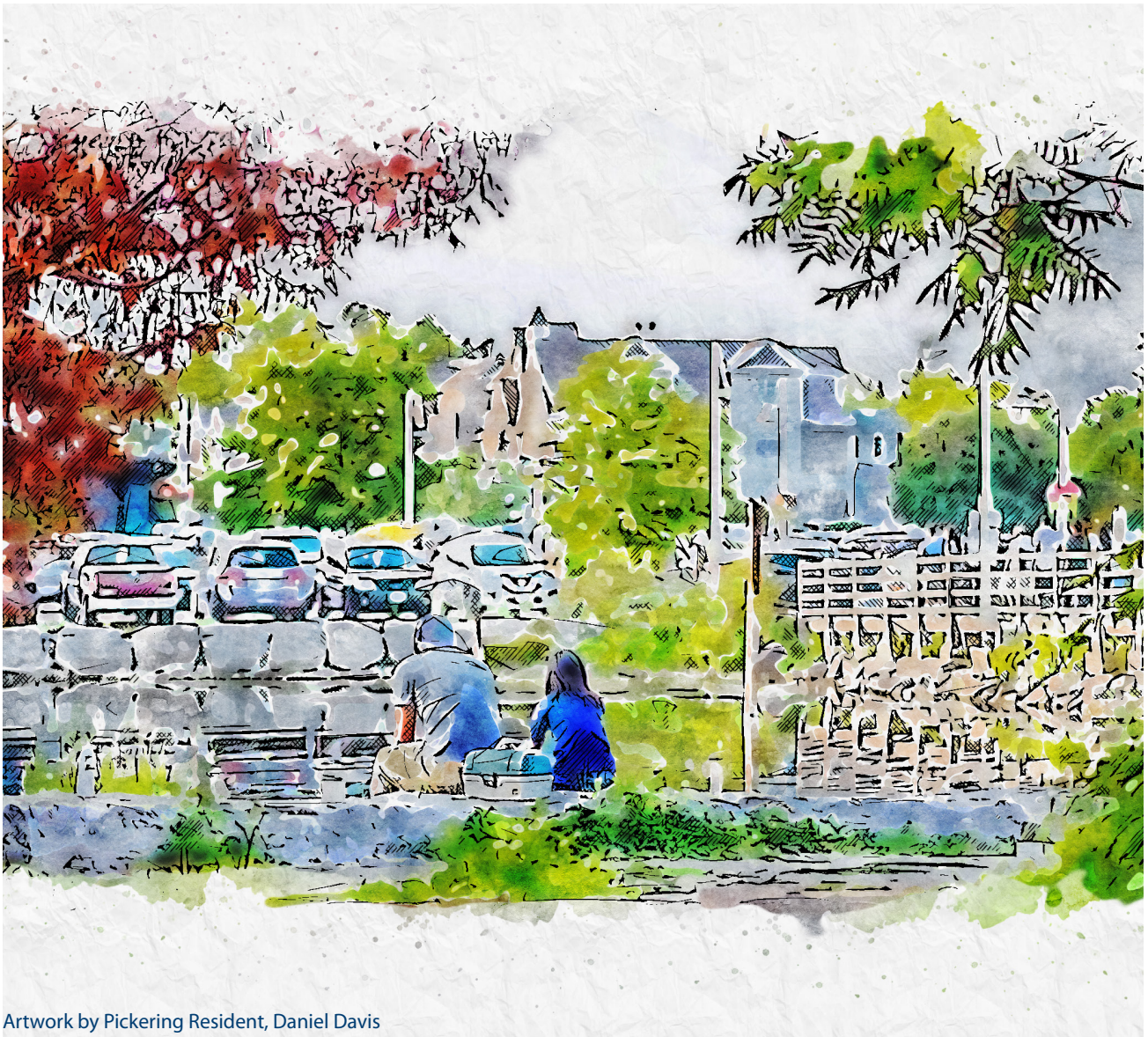
2024 - 2029

Land Acknowledgement

The City of Pickering resides on land within the Treaty and traditional territory of the Mississaugas of Scugog Island First Nation and Williams Treaties signatories of the Mississauga and Chippewa Nations.

Pickering is also home to many Indigenous persons and communities who represent other diverse, distinct, and autonomous Indigenous nations.

This acknowledgement reminds us of our responsibilities to our relationships with the First Peoples of Canada, and to the ancestral lands on which we learn, share, work, and live.



Artwork by Pickering Resident, Daniel Davis



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Acknowledgements

The Community Safety & Well-Being Plan has been created in partnership with various individuals, agencies, committees, and organizations. This Plan strives to be representative of individual, resident, and agency voices.

Pickering's Community Safety & Well-Being Plan acknowledges the following partners for their collaboration:

- Community Safety & Well-Being Advisory Committee
- Community Safety & Well-Being Internal Working Group
- Region of Durham
- Pickering Public Library
- Pickering City Council
- DARS (Dedicated Advocacy Resource Support) Inc.
- Durham Community Health Centre
- Accessibility Advisory Committee
- Cultural Advisory Committee
- Pickering Anti-Black Racism Taskforce
- Waterfront Visionary Advisory Committee
- Teen Advisory Group
- Community Living
- Centre for Immigration & Community Services
- Welcome Centre
- PFLAG (Parents, Families, and Friends of Lesbians and Gays) Durham
- Community Care Durham
- Christian Faith Outreach Centre
- Durham Mental Health Services
- Community Development Council Durham
- Victim Services of Durham Region
- Women's Multicultural Resource & Counselling Centre of Durham

Introduction

The City of Pickering is home to approximately 101,000 residents and is one of eight lower-tier municipalities within the Region of Durham. Residents are rooted in Pickering through various communities, including an urban area as well as the hamlets of Claremont, Greenwood, Whitevale, Cherrywood, Brougham, Mount Zion and rural and agricultural areas, all boasting unique features and charming qualities that come together to form our robust community.

The City of Pickering offers a variety of opportunities for residents to prosper and thrive in and takes pride in being a dynamic and engaging community where residents, business partners, community organizations and staff work together to create a community of choice.

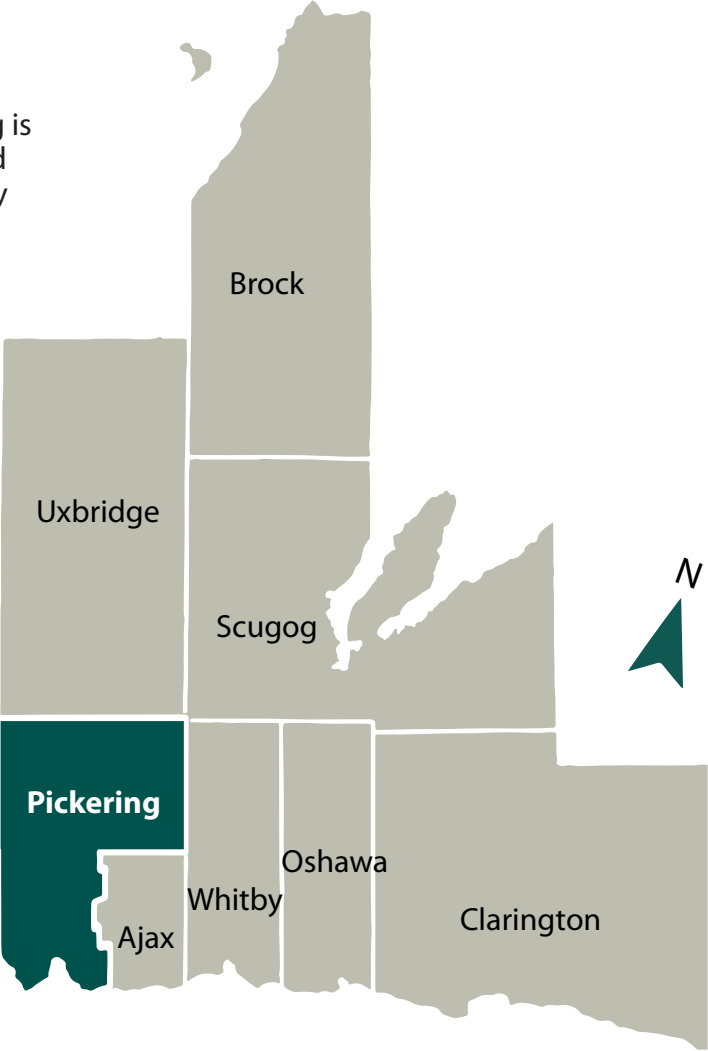
Pickering's Community Safety & Well-Being (CSWB) Plan will be a guide to growing the community in a manner that supports individual safety and builds on the sense of community found throughout Pickering. The plan addresses needs and gaps that were identified by residents, community stakeholders, and municipal staff, and will remain adaptable to address new concerns as they arise



Demographic Profile

As the eastern gateway to the GTA, Pickering is strategically located where Toronto, York and Durham Regions meet. As the most westerly lower tier municipality of Durham Region, Pickering is a growing community that blends business opportunities, cultural diversity, a robust urban centre and historical rural settings with a picturesque Lake Ontario waterfront.

Pickering boasts high quality parks, recreational amenities, a strong education system, good quality jobs and employment opportunities, and provides a vast array of programs and services to meet the needs of a growing community.



Population and Growth

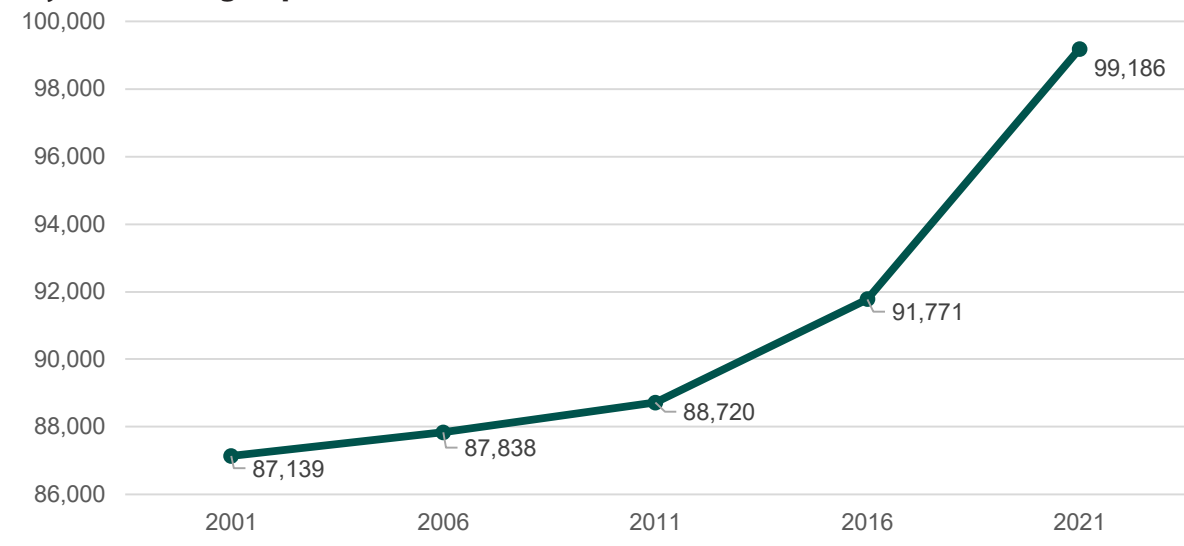
Until recently, population growth in Pickering has been quite slow due to a fixed urban boundary. This has begun to change with the development of the Seaton community in the north and residential intensification efforts within the City Centre and Kingston Road corridor.

Between the 2016 and 2021 Census periods, the City grew from 91,771 to 99,186 persons. This is a five-year growth rate of 8% over the same period.

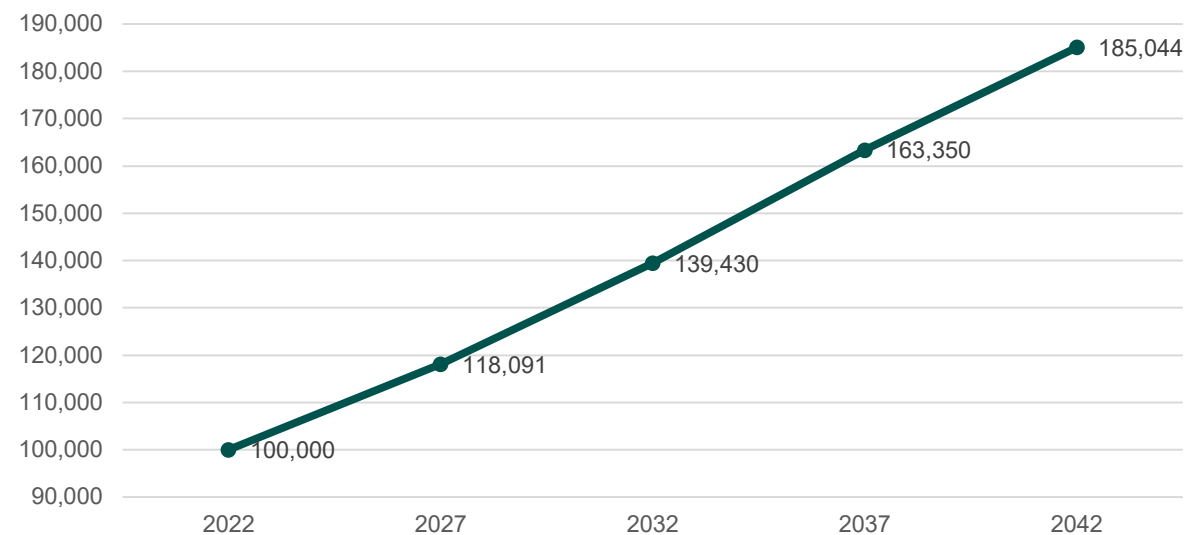
The current population in 2024 is 101,000. However, Pickering is set to undergo substantial growth in the years to come, and by 2042, Pickering's population is forecasted to grow to 185,044 – a growth of 85%.

Planned population growth is allocated to new communities and strategic growth areas. This includes the Seaton community in central Pickering that is guided by the Province of Ontario's Central Pickering Development Plan. At build-out, Seaton will be home to 70,000 new residents. Additionally, higher density residential intensification is planned for the City Centre, Brock Road, and Kingston Road corridor area, which are intended to be compact, walkable, close to transit, and environmentally sustainable communities.

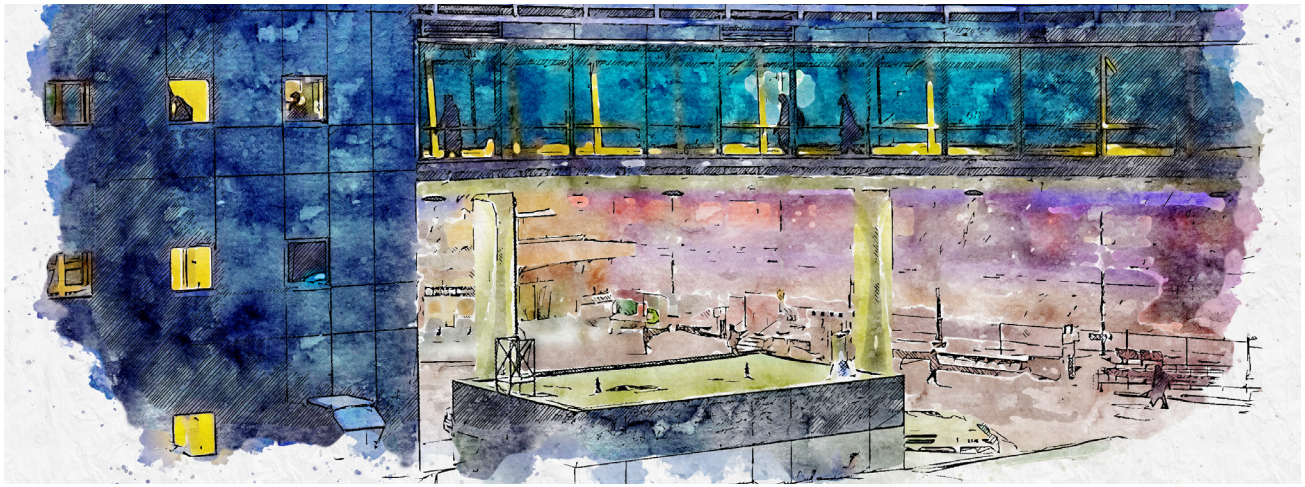
City of Pickering Population Growth from 2001 to 2021



City of Pickering Population Forecast for 2022 to 2042



1 City of Pickering, Detailed 20 Year Population Forecast. March 2023



Why develop a Community Safety & Well-Being Plan?

An approved Community Safety & Well-Being Plan (CSWBP) is a legislated requirement for all upper tier Ontario municipalities under the *Safer Ontario Act, 2018*.

As per the *Safer Ontario Act, 2018*, S.O. 2018, c. 3 – Bill 175, the Community Safety & Well-Being Plan (CSWB Plan) came into enactment in the *Police Services Act*, R.S.O. 1990.

Following an extension due to COVID-19, all upper tier municipalities were to create, and by resolution, adopt a CSWB Plan by July 1, 2021. The Region of Durham CSWB Plan was approved by Regional Council in November 2021.

As a lower-tier municipality, the City of Pickering met the legislated mandate as a participant in the Region of Durham's plan. In two tier municipalities, it is the responsibility of the upper tier to develop and implement the Plan, through the creation of measurable goals and objectives. Lower tier municipalities play an instrumental role to facilitate those efforts.

The City of Pickering Council wanted to take a more inclusive and direct service delivery approach through the development of the Community Safety & Well-Being Plan. As such, on February 25, 2019, Community Services staff were directed by Council to begin work on development of a City of Pickering CSWB Plan, as per Resolution #43/19.

The City's plan is intended to identify strategies that would work as a companion document to support and help implement the Region's CSWB but also work towards addressing locally identified issues.



Durham Region's Community Safety & Well-Being Plan

Durham Region's CSWB Plan serves as an umbrella document creating the opportunity for plans and strategies at the regional, municipal and community levels to align.

The regional plan creates a formal framework to convene system and sector leaders to share, plan, and strategize together. This includes the involvement of persons with lived experience and the not-for-profit community, which is vital to Community Safety & Well-Being.

Work to develop the Region's CSWB Plan took place over two years and involved extensive community engagement, including: a Community Partner Roundtable, internal working groups, an area municipal working group, two community surveys and three open houses, all under the direction of a system-leader level Steering Committee with representation from across the Region.

This work resulted in the development of the Region's Community Safety & Well-Being Plan, which identifies seven priority risk factors.

<p>Key Data on Risk Factors in Durham Region:</p>	<p>15% of Durham Region students seriously considered attempting suicide, representing approximately 4,000 students (2017)</p>	<p>7,506 low-income applicants were on the Durham Access to Social Housing (DASH) wait list (2019)</p>	<p>31% of violent crimes were domestic-related (2020)</p>	<p>54% of mental health related calls to Police resulted in apprehension (2020)</p>
<p>666 visits to the emergency room for opioid poisonings in 2020, which is triple from 231 in 2015</p>	<p>76% of adults 18+ are worried about their own or household members' mental health (2020)</p>	<p>47% of adults who rated sense of belonging as somewhat weak or very weak (2020)</p>	<p>22% of households reported any level of food insecurity (2020)</p>	<p>8.2 years is the average wait time on the DASH wait list for non-senior singles without priority status (Durham Region, 2021)</p>

In The 2015 National Canadian Homeless Youth Survey, "42% of participants reported 1 or more suicide attempts, 85.4% fell in a high range of psychological distress, and key indicators of risk included an earlier age of the first episode of homelessness, female gender, and identifying as a sexual and/or gender minority (lesbian, gay, bisexual, transgender, queer, and 2 spirit [LGBTQ2S])." (Kidd, 2017)

The Durham Region CSWB Plan has identified 7 priority risk factors that serve as the focus of the plan:

1. **Mental Health**

75% of Durham Region adults are worried about their own or a household members' mental health and the percentage of people who rate their mental health as fair or poor has been increasing. The percentage of adults 18+ in Durham Region who reported their mental health as excellent or very good decreased from 71% in 2013 to 62% in 2019.

2. **Substance Use** (e.g., cannabis, opioids, alcohol)

Emergency department visits for opioid poisonings tripled from 2015 to 2020 and opioid deaths more than tripled in the same period. Geography plays a key role in access to services for substance use specific programs and access to rehabilitation programs is not meeting the current demands of the community. It was also noted that people can struggle with concurrent disorders, both substance use and mental health concerns occurring at the same time, and therefore, the importance of understanding the interrelatedness of these priorities was identified. For these reasons, it is important for services to be geographically distributed based on population and community needs.

3. **Homelessness & Basic Needs** (e.g., no stable housing, inability to meet basic needs, food insecurity)

Themes regarding the demand for housing outweighing the local supply, how lack of housing impacts service delivery for individuals requiring multiple services, and interconnectedness of homelessness and other community resources were emphasised throughout engagement sessions. Participants also shared valuable insights on the effects of the pandemic on homelessness and poverty, specifically food insecurity and the impact on mental health.

4. **Criminal Involvement** (e.g., gangs, use of guns, other illegal activities)

Criminal involvement as a priority risk factor includes gangs, use of guns and other

illegal activities. Durham Regional Police took a record 114 illegal guns off the streets in 2020, a 50% increase in three years.

5. **Victimization** (e.g., control and use of threats or violence to exploit another for financial gain, abuse or neglect from a family member or intimate partner).

Victimization as a priority risk factor includes, sexual and/or physical assault, domestic violence, human trafficking, and robbery. In 2020, the percentage of violent crime that was domestic-related was at its highest since 2017, and 2020 represented the highest year.

6. **Social Isolation** (e.g., living alone without support or too far away from services)

Social isolation as a priority risk factor includes, hoarding, loneliness, elder abuse, sense of belonging, and live-in support gaps. In late 2020, only 53% of adults 18+ rated their sense of belonging to the local community as strong or very strong in an online survey compared with over 80% in 2018 and 2019 telephone surveys. Throughout the engagement sessions conducted by the Region, there was consensus that rates of social isolation have increased since the pandemic across all demographics and age groups. Participants also emphasized that the pandemic has elevated the collective understanding of social isolation and how it relates to the other areas of priority. It was further stated that social isolation is about people who are disconnected from their support network, which impacts their sense of well-being.

7. **Experiences of Racism** (e.g., identify barriers of anti-racist practice)

The Regional consultation process amplified the community's commitment to deliberate and intentional work designed to address racism, including anti-Black and anti-Indigenous racism. This work will focus on identifying barriers and other anti-racist practices (Durham Region, 2021).

Durham Region Health Department: Health Neighbourhoods

Durham Region Health Department has identified a total of 50 Health Neighbourhoods, which present 96 indicators by Health Neighbourhood and municipality to tell us about the demographics and health of each of those communities.

Strong, safe, and equitable neighbourhoods can improve the health and well-being of all residents across Durham Region.

Of the 50 Health Neighbourhoods in Durham Region, Pickering is comprised of seven (7) of those defined neighbourhoods. These Health Neighbourhoods include socio-demographics, general health, health behaviours & risks.

Priority Neighbourhoods

Seven Health Neighbourhoods have been identified throughout Durham Region that require focus to build on health and well-being.

Priority Neighbourhoods have the lowest income levels of the 50 Health Neighbourhoods, however they also have many positive attributes, community assets, resources and strengths.

Fortunately, the City of Pickering has no priority neighbourhoods identified that meet the criteria as defined by the Region's Health Department that require immediate focus (Durham Region, 2023).

What Determines Health?

Our health and well-being are affected by more than lifestyle choices and having access to good medical care when we are sick.

Our living conditions, including where we are born, grow, live, work, play, and age all play a role in our physical and mental health and well-being (World Health Organization, 2008). These determinants of health include a range of personal, social, economic, and environmental factors that determine the health status of an individual, community, or population (National Collaborating Centre for Determinants of Health, 2023).

The Public Health Agency of Canada has identified twelve (12) key factors that influence health and well-being:

1. Income and social status
2. Employment and working conditions
3. Education and literacy
4. Childhood experiences
5. Physical environments
6. Social supports and coping skills
7. Healthy behaviours
8. Access to health services
9. Biology and genetic endowment
10. Gender
11. Culture
12. Race and racism

These determinants of health act in combination to influence health outcomes (Government of Canada, 2024).

City of Pickering and the Regional Plan: Where Do We Fit?

As a lower-tier municipality, the City of Pickering is responsible for providing specific services and can raise money through taxes and/or fees for services that are delivered.

The responsibilities of Municipal governments are set out in the *Municipal Act*, 2001.

The City of Pickering is responsible for providing the following services within our municipal boundaries:

- City Development – Building services and planning and design
- Maintenance of the municipal roads and sidewalks, including snow removal
- Library services
- Fire services
- Animal services and municipal law enforcement
- Parks & Open Space
- Recreation & Facilities
- Arts and Culture
- Economic Development
- Property Tax collection
- Stormwater management

Durham Region is responsible for the following services:

- Health services
- Planning and Economic Development
- Housing services
- Children’s services including seven licenced early years centres
- Family services including providing professional and accessible counselling, psychotherapy, education, and other support services for people living and working in Durham region experiencing mental health issues
- Income and employment support
- Long term care and services for seniors
- Public Transit
- Police services
- Regional road maintenance
- Public works including water and waste management

City of Pickering and the Regional Plan: First Steps Towards Positive Collaboration

The City of Pickering has played a key role as a primary partner in the development of the 2021 Durham Region CSWB Plan.

We continue to support the regional plan in the following ways:

1. Since the creation of the Durham Region CSWB Plan, the City of Pickering has reported on City of Pickering CSWB initiatives and provided data and annual reports to the Region.
2. The City of Pickering participates in region-led working groups, steering committees, and regional trainings to create and continue to refine the Regional Plan. This includes the Municipal Working Group, the Durham Region CSWB Steering Committee.
3. In 2023, the City of Pickering formed the City of Pickering CSWB Internal Work Team. This is comprised of staff from several City departments including, Community Services, Corporate Services, Engineering Services, Fire Services, Operations, and Pickering Public Library.
4. In 2023, the City of Pickering formed the Community Safety & Well-Being Advisory Committee. This is comprised of Pickering residents, community stakeholders and a member of Council.
5. City staff continue to attend sessions and development opportunities through the Canadian Municipal Network on Crime Prevention.
6. In 2023, the City of Pickering hired a CSWB Advisor. This position leads the implementation of Pickering's CSWB Plan. This position leads the Internal Working Team, Advisory Committee, and sits on the CSWB Area Municipal Working Group.



Existing City of Pickering Strategies and Corporate Plans

The following section provides a summary of Council Approved Plans that align with this CSWB Plan.



Corporate Strategic Plan (2024-2028)

- The City of Pickering approved the first-ever Corporate Strategic Plan in December 2023. This keystone document guides Council and City Administration in making strategic decisions that are responsive to community need and supports our community in unprecedented growth. The goal of the plan is to continue to lead the way in environmental sustainability and technological innovation, support high-quality employment opportunities, and exceed expectations in the delivery of programs, services, and infrastructure investment. The Corporate Strategic Plan framework includes six priorities, including priority #2: Advocate for an Inclusive, Welcoming, Safe & Healthy Community. This priority supports several strategic focus areas that speak directly to community safety – Promote Community Safety; Improve Quality of Life and Provide Equitable Access to Municipal Services & Programs.

Recreation and Parks Master Plan (2017)

- The City of Pickering Recreation and Parks Master Plan (2017-2027) highlights the importance of a strong recreation and parks system, essential to the wellness of each resident living in the community. Parks and recreation opportunities provide residents with physical, health, psychological, economic, and environmental benefits. Participation in recreation and use of parks enhance opportunities for a healthy lifestyle, as well as facilitating greater cognitive development, self-esteem, social interaction, economic spending, conservation of natural lands, and community vibrancy. Many of the recommendations within the Plan align with the CSWB Plan, focusing on greater participation, access and inclusion, physical activity, and community capacity. A new Recreation and Parks Ten-Year Plan is currently being developed to serve the community from 2024-2034.

Pickering Age Friendly Community Plan (2019)

- Pickering's Age Friendly Plan establishes a framework to help older adults maintain their independence and age in place, within their homes and communities for as long as possible. In making improvements to enhance the lives of our older adults, benefits are shared by residents of all ages. The eight dimensions of an Age Friendly Community include Transportation, Housing, Social Participation, Respect and Inclusion, Civic Participation and Employment, Communication and Information, Community Support and Health Services, and Outdoor Spaces and Buildings. The Plan actions directly relate to the priorities of Pickering's CSWB Plan.

City of Pickering Five Year Accessibility Plan (2021 – 2025)

- Under the Accessibility for Ontarians with Disabilities Act (AODA), the City of Pickering is required to develop multi-year accessibility plans. The Accessibility Plan highlights barriers to accessibility more broadly, and with reference to best practices and emergent opportunities, with intent to seek innovative, inclusive solutions. The Accessibility Plan's areas of priority include mental and physical wellness, particularly through recreation and sports, parks, playgrounds, pedestrian and cyclist corridors, sidewalks, and trails. This plan advocates on

accessible and affordable housing options, accessible transportation, invisible disabilities, community employment opportunities for people with disabilities, and signage and navigation. Many of these priorities align with the CSWB Plan.

Pickering Cultural Strategic Plan (2014)

- The Cultural Strategic Plan highlights Pickering's vision to establish a place of arts, culture, and heritage with strategic directions for policy, investment, and City programs. The Cultural Plan is intended to help the City retain its unique heritage and culture while keeping pace with the demands of the 21st century and globalization. With six strategic directions, this Plan focuses on instilling diversity, equity, and inclusion in our daily practices. This is essential work to support the CSWB Plan. A new Cultural Strategic Plan will be developed in 2025.

The Pickering Housing Strategy and Action Plan (2021-2031)

- The Housing Strategy and Action Plan establishes the City's role in developing housing, affordable housing, and age-friendly housing in Pickering over the period of 2021-2031. The plan assists in guiding residential growth within the City, aids in the education and creation of public awareness of what the City is doing on this issue and provides a mechanism to monitor progress as the City works to implement the action items identified in the Housing Strategy and Action Plan.

Integrated Transportation Master Plan (2021)

- The Integrated Transportation Master Plan (ITMP) is a strategic planning document designed to define the policies, programs and infrastructure improvements required to address existing and future transportation needs. The ITMP is a critical document in determining the Municipality's objectives of promoting mobility for all modes of transportation improving existing and future transportation infrastructure and supporting a vibrant downtown through a multi-modal network. This plan intersects with the CSWB Plan, as it is designed to help Pickering's transportation system meet the needs of pedestrians, cyclists, transit riders, motorists, and goods movement traffic.

Upcoming Plans & Strategies, to be presented to Council

The following is a list of additional plans that are expected to be presented to Council in 2024 that align with the CSWB Plan:

- Equity, Diversity, & Inclusion Strategy (2024)
- Community Climate Adaptation Plan (2024)
- Fire Master Plan (2024)
- Library Strategic Plan (2024)
- Recreation & Parks Ten-Year Plan (2024-2034) and Arena Strategy




Pickering Profile

Demographic & Socio-Economic Data

Population

100,000+
total population in 2021




Population growth in the last 5 years: 8.1%

65 years + of total population in Pickering: 16.6%


Immigrants population in private households: 36.3%

Employment & Education

53,705 (65.3%)
residents are in the labour force



over 59%
of Pickering residents aged 15 have a post-secondary education



Social Characteristics

Home language other than English:

- Tagalog: 5.97%
- Urdu: 16.14%
- Mandarin: 4.89%
- Arabic: 4.86%
- Persian: 6.96%
- Italian: 4.24%

Visible Minorities **over 51%** of total population:

- South Asian: 21.19%
- Black: 11.44%
- Chinese: 2.97%
- Filipino: 4.14%
- Arab: 1.66%
- Southeast Asian: 2.10%
- Other: 2.62%
- Multiple: 2.87%

Households & Development


over 85% of households were owners

1,298 New residential units in 2021

34,327 Total number of private dwellings

\$929,000 Average value of dwellings in 2021 compared to \$584,044 in 2016

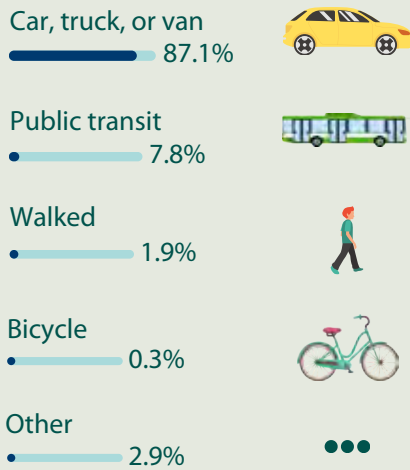
\$530,793,625 Value of building permits issued in 2021



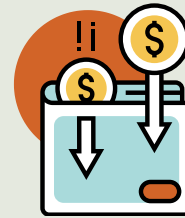
Labour Force Sectors



Journey to Work



Income



\$141,200

Average income per household in 2020

Family Characteristics

3

Average size of census families

1.8

Average number of children in census families with children

81.6%

Couple families

18.4%

One-parent families



Age Characteristics

16.5%

0 to 14 years



16.6%

65 years and older

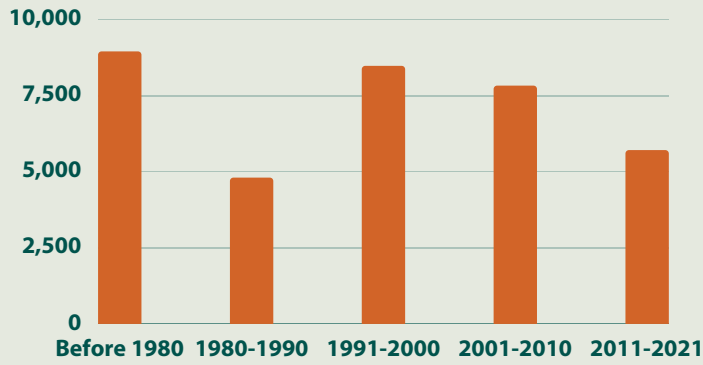
66.9%

15 to 64 years old

40.9

Average age of the population

Immigration



Immigrant status and period of immigration for the population in private households

36.3%

Immigrant population



(City of Pickering, 2023)



Regional Crime Stats

Many data points and statistics can be used to examine Community Safety & Well-Being in a community. While not exhaustive, the following information begins to tell the story about Community Safety & Well-Being in Pickering.

According to the Durham Regional Police Service Crime Map, there were 555 cases of crime in 2021, 735 cases of crime in 2022, and 916 cases of crime in 2023.

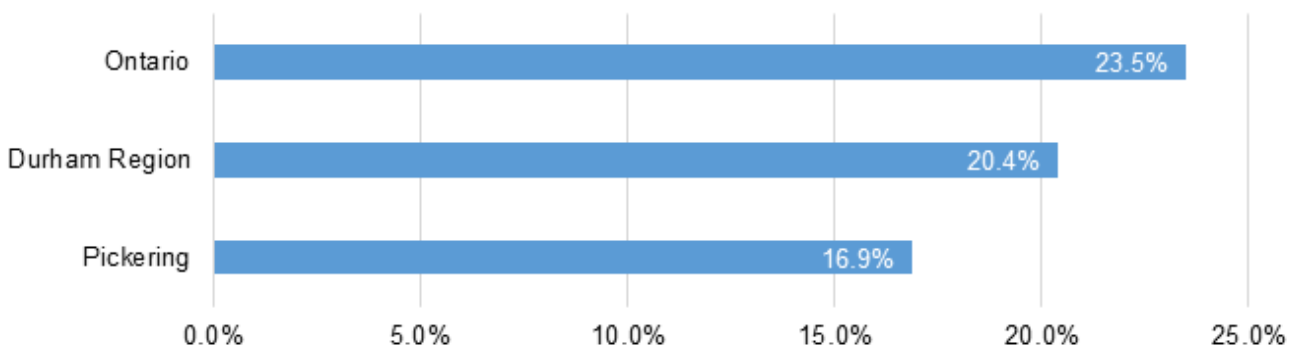
Incident	2021	2022	2023
Assault	185	272	286
Auto Theft	133	209	323
Break & Enter	127	128	156
Homicide	1	2	2
Robbery	12	30	48
Sexual Violations	56	51	57
Theft	41	43	44

(Durham Regional Police Service, 2023)

Seniors Living Alone

Based on 2016 census data, Pickering has a lower-than-average rate of seniors living in isolation. Many of Pickering’s seniors living alone are located in Pickering City Centre. (Durham Region, 2023).

Seniors Living Alone, 2016



Housing Costs

Based on 2016 census data, Pickering overall has a lower-than-average number of residents who spend more than 30% of their income on shelter.

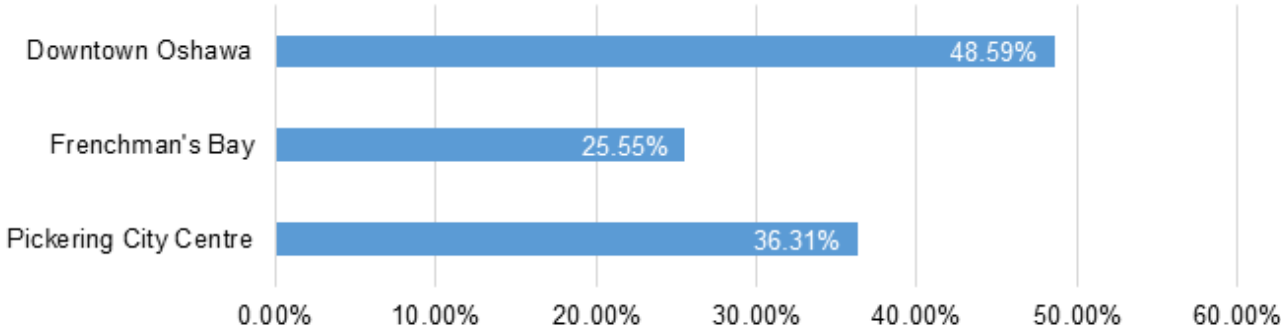
Pickering Residents: 25.3% Ontario average: 27.7%

In 2016, the highest number of Pickering residents spending more than 30% of their income on shelter are located within Pickering City Centre (35.8% of residents in this category (2016)). This was the highest in Durham Region (Durham Region, 2023).

In 2021, with data from the Local Health Integration Network (LHIN), Pickering still reports a high number, with the majority number of those residents once again located within Pickering City Centre at 36.31%. The Frenchman’s Bay neighbourhood was reported at 25.55% (2021).

This compares with the highest numbers in Durham Region, Downtown Oshawa, where 48.59% of the residents were reported as spending more than 30% of their income on shelter (Central East Local Health Integration Network, 2021).

Residents spending 30%+ Income on Housing



Emergency Room Visits

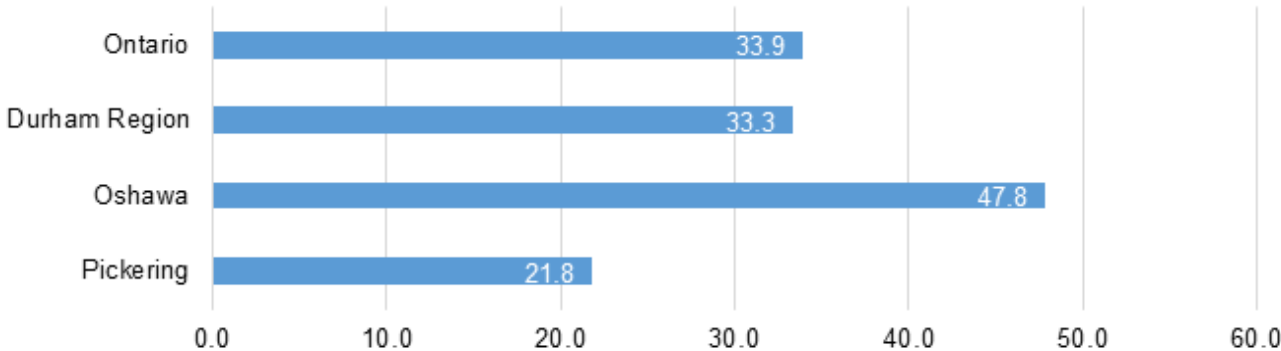
Based on 2014 - 2018 data for those aged 10 - 24 yrs per 10,000, Pickering had the second lowest per-capita rate in Durham Region at 21.8 for Emergency Department visits for this age group. The highest Rate was Oshawa at 47.8 per 10,000. The Durham Region average was 33.3 and Ontario was 33.9 per 10,000. Pickering did not have any priority neighbourhoods for this health measure from 2014 to 2018 (Canadian Institute for Health Information, 2023).

Opioid Related Visits to the Emergency Department (According to the LHIN)

- Pickering City Centre had 0.55 per 1,000
- The Frenchman’s Bay neighborhood has 0.59 per 1,000
- Pickering North and Dunbarton census areas had not enough to report (nil)

(Central East Local Health Integration Network, 2021).

Emergency Visits (aged 10-24, per 10,000)



Canadian Index of Well-Being

Goals:

- Oversee the development and implementation of the Canadian Index of Well-Being (CIW) that is reflective of Canadian society and in which regional and cultural differences are reflected, nurtured and integrated into the fabric of the work;
- Ensure leading-edge and ongoing research and development of the CIW including further refinement of common standards, pilot testing of sub-indices, collection and compilation of data for health, social, economic, and environmental variables and trends;
- Promote better data collection by identifying gaps in knowledge relevant to measuring well-being;
- Increase and expand the CIW network with influential leaders and policy makers so that the CIW has an ongoing impact on policy decisions;
- Contribute to societal understanding (statistical literacy) and use of indicators (citizen literacy and engagement); and
- Contribute to a measuring well-being movement that will be of benefit to international partners and initiatives.

(University of Waterloo, 2023)



CSWB Planning Framework

The Ontario government has provided an extensive Planning Framework.

The Provincial CSWB Planning Framework was released by the Ministry of the Solicitor General (SOLGEN) and outlines the provincial approach to Community Safety & Well-Being. The framework is intended to guide municipalities, First Nations communities and their partners in developing local plans.

Understanding each of the four areas within the framework: Social Development, Prevention, Risk Intervention, and Incident Response, will help ensure local plans are as efficient and effective as possible in making communities safer and healthier.



Social Development: Promoting and maintaining community safety and well-being

Social development requires long-term, multi-disciplinary efforts and investments to improve the social determinants of health (i.e., the conditions in which people are born, grow, work, live, and age such as education, early childhood development, food security, quality housing, etc.) and thereby reduce the probability of harm and victimization. Social development is where numerous sectors, agencies and organizations provide an intersectional approach and various levels of expertise to address complex social issues from as many angles as possible.

Prevention: Mitigating situations of elevated risk

Planning in the area of prevention involves proactively implementing evidence-based situational measures, policies or programs to reduce locally-identified priority risks to Community Safety & Well-Being before they result in crime, victimization and/or harm.

Risk Intervention: Proactively reducing identified risks

Planning in the risk intervention area involves multiple sectors working together to address situations where there is an elevated risk of harm - stopping something bad from happening, right before it is about to happen. Risk intervention is intended to be immediate and prevent an incident, whether it is a crime, victimization or harm, from occurring, while reducing the need for, and systemic reliance on incident response.

Incident Response: Critical and non-critical incident response

This area is what is traditionally thought of when referring to crime and safety. It includes immediate and reactionary responses that may involve a sense of urgency like police, fire, and emergency medical services.

(Government of Ontario, 2024):

Phase 1: Community Consultation Survey

In 2023, for the month of July and early August, community engagement and outreach were conducted on 14 different dates through Community Centres, Pickering Library, Community Listening Session, Canada Day, DARS engagement sessions, Summer Reading Club Launch Party, Youth Drop In, Pickering Town Centre, Pickering Farmer’s Market, and through digital outreach and survey link sharing.

The survey resulted in 332 respondents. Below are key themes that emerged:

The most important priority for respondents was creating safe and welcoming neighborhoods.

Between 95-99% of respondents felt the following initiatives were very important for Community Safety & Well-Being:

- Feeling safe walking home in your community.
- Having safe park trails that are clean, tidy, and well-cared for to promote healthy living.

Between 90-95% of respondents felt the following initiatives were very important for Community Safety & Well-Being:

- Local access to health services
- Access to nutritious foods
- Safe playgrounds
- Feeling safe driving in the community

Appendix B provides a more detailed summary of survey results.

Phase 2: Focused Community Consultation

Phase 2 of the Community Consultation allowed residents the opportunity to review the draft plan and provide additional feedback in advance of the plan being finalized. In Q4 of 2023, consultation of Advisory Committees & Task Force Engagement Sessions commenced. In Q1 of 2024, further community engagement was provided via Open Houses, Pop-Up Outreach within community centres, and Stakeholder Engagement Sessions.

Phase 2 resulted in 16 community meetings and events, engaging over 300 participants. Below are key themes that emerged:

Incorporating guiding values and principles to the plan

Identifying action items for specific marginalized community groups (Indigenous, 2SLGBTQIA+)

Prioritize safety for parks, roads, and walking paths

Incorporating training that encompasses all levels and layers of oppression

Prioritize Indigenous relationship building

Language Inclusion (interpreters for events, meetings, more access to translation in more languages)

Appendix C provides a detailed summary of Phase 2 Consultation Results.

A safe and healthy community to me is:

Where my needs are met, access to employment, easy commute to employment, health, groceries, activities; safe access to religious and cultural groups; affordable, clean and beautiful spaces; kind and safe neighbours and neighbourhood.

A place to find affordable housing, and job opportunities to be able to live at all stages of life. Growing up, raising families, retiring and senior living.

Where all residents have access to a quality education, safe and healthy homes, adequate employment, transportation, physical activity, and nutrition, in addition to quality health care.

A place where I feel safe, where green spaces are maintained rather than developed, and the rate of population growth is relative to the rate of infrastructure growth, i.e. roads, hospital capacity, and the availability of doctors.

Cleanliness, planning for infrastructure improvement ahead of huge upcoming growth. Greater access to affordable housing would be extremely helpful.

Designated green spaces that are available in newly developed areas.





Pickering's Community Safety & Well-Being Team and Leadership

The Community Safety & Well-Being Advisory Committee (CSWBAC) formed in June of 2023. The City Council passed Resolution #127/23, #128/23 to establish the Community Safety & Well-Being Advisory Committee and approved the Terms of Reference for the committee.

Terms of Reference:

The Community Safety & Well-Being Advisory Committee (CSWBAC) will identify and coordinate opportunities for stakeholder and community engagement and provide community input on matters relating to the City of Pickering CSWB Plan.

The CSWBAC will also assist City staff with the development, consultation, and implementation of the City of Pickering CSWB Plan.

The Committee will develop Terms of Reference for a Homelessness Subcommittee that will work in coordination with Durham Region to look at how best to address the needs of the housing insecure population to include services for mental health, substance use and the creation of transitional/supportive housing in Pickering.

Responsibilities

Pickering City Council



- One City Councillor will sit on the CSWB Advisory Committee;
- Approve annual funding in support of CSWB actions in the Capital and Current budget; and
- Act as an advocate for CSWB in the City of Pickering.

CSWB Advisory Committee



- Discuss and advise on initiatives that will help achieve the objectives of Pickering's CSWB Plan;
- Track concerns from the community, and offer solutions where needed;
- Report on achievements and recommended solutions in an annual report to Council;
- Review and discuss CSWB initiatives; and
- Provide consultation on initiatives led by the City of Pickering Internal Working Group.

CSWB Internal Working Group



- Lead staff teams that implement projects that support CSWB;
- Participate in annual planning, review, and reporting on initiatives to support Durham Region CSWB Plan;
 - Advise on Terms of Reference and Pickering-specific CSWB goals; and
 - Consult with the CSWB Advisory Committee on new initiatives.

CSWB Advisor



- Ensure implementation of initiatives and measures of success;
- Report on desired outcomes vs. actual outcomes;
- Facilitate conversations with CSWB Internal Working Group;
- Participate in CSWB Advisory Committee; and
- Represent Pickering in Durham Region CSWB Team.



Pickering's Community Safety & Well-Being Plan Priorities

In the development of this plan, seven areas have been identified as priorities. Each area outlines numerous examples of current programs and initiatives that the City of Pickering currently provides.

The Action Plan, in the subsequent section, outlines future projects or initiatives to be undertaken for each of these priority areas.

Priority 1

Improve Community Vitality; create a sense of belonging with residents through targeted initiatives like volunteer programs, programs targeting social isolation, and programs and events that support socialization and community pride.

Examples of existing City of Pickering programs that contribute to community vitality include:

- Seniors Centre without Walls program, community centres designated as Seniors Active Living Centres, Seniors Social events
- Large scale free events (Canada Day, Artfest, Cultural Fusion, Winter Nights)
- Community Grant and Environmental Schools Grant programs
- Pickering's Volunteer Program (Advisory Committees, PAC4Teens - Teen Advisory Group)
- Free programs like Pickering Library's English Conversation Circle, Book Clubs, Free Teen programs like volleyball and basketball
- Free environmental events (Take Pride in Pickering tree planting, Bird Watching for Beginners, Bring Back the Salmon)
- Books+ Express Program (At Home Library Services)

Priority 2

Strengthen Learning, Education,

Partnership and Creative Communities; create opportunities for residents to learn about Community Safety & Well-Being and contribute to solutions in creative ways.

Examples of existing City of Pickering programs that contribute to learning, education and creative communities include:

- Seniors Spotlight Series seminars
- Pickering Anti-Black Racism Taskforce Youth Academic Engagement Strategy
- Fire Services public education campaigns (Emergency Preparedness Week, Fire Prevention Week, Carbon Monoxide Awareness Week, 12 Days of Holiday Safety)
- City of Pickering's Earth Month workshops, webinars, and events
- Connect volunteers with community opportunities
- Free Library Access (Maker Space, software, knitting, poetry, well-being)

Priority 3

Create Safe and Welcoming Neighbourhoods;

by creating safe, clean, attractive, and welcoming spaces. Park design, neighbourhood beautification, safe trails that promote healthy living, public art, spaces that promote healthy lifestyles (outdoor gym or hiking trails), lighting and cameras, and road safety.

Examples of existing City of Pickering programs that contribute to safe and welcoming neighbourhoods include:

- Interpretive signs throughout various parks about forest bathing, pollinator-friendly plants, trees, natural spaces, etc.
- Pickering's rainbow pedestrian crosswalk at North Esplanade, celebrating 2SLGBTQIA+ inclusion
- Community Garden Policy (Urban Agriculture)
- Community beautification programs e.g., Park Stewardship Program, 20 Minute Makeover, Litter & Plastics Challenge
- Creation of 14 pollinator-friendly gardens and participation in Mayors' Monarch Pledge
- Accessible Playgrounds
- Provision of security cameras in facilities, parks, and pathways
- Neighborhood Watch (current re-structure pending DRPS guidance)
- Snow clearing
- Road signage and trail lighting
- Streetlighting and Automated Speed Enforcement (ASE) cameras

Priority 4

Increase Physical Health and Mental

Wellness; through community spaces like community centres, community gardens, and programs that support physical and mental health.

Examples of existing City of Pickering programs that contribute to physical health and mental wellness include:

- Ongoing recreation programs that promote positive physical health (Dance, Art, Music, Pickleball)
- Chestnut Hill Developments Recreation Complex Health and Fitness facilities and memberships
- Outdoor gym circuit at St. Mary's Park
- Fire Services safety outreach and programming
- Providing access to fresh local food and supporting small businesses at Pickering City Centre Farmers' Market
- Municipal Law Enforcement Officer (MLEO)'s visibility in the community (parks, commercial properties, waterfront)

Priority 5

Improve Living Standards; including attracting businesses to bring new jobs to Pickering, making programs and services accessible to all residents regardless of income through low cost, subsidized or free programs and services, supporting food security through targeted programs.

Examples of existing City of Pickering programs that contribute to improved living standards include:

- Actions to support urban agriculture e.g., Valley Plentiful Community Garden, 55+ Plot to Plate community garden program at George Ashe, Integrated Sustainable Design Standards
- Sustainable Pickering programs and initiatives
- Affordable Access Policy
- Job Attraction Program
- Library programs and services

Priority 6

Support Basic Needs; including access to nutritious food, shelter and personal care/hygiene products and services through programs and services.

Examples of existing City of Pickering programs that contribute to supporting basic needs include:

- Shower access at Pickering community centres, in partnership with DARS (Dedicated Advocacy Resource Support)
- Overnight Warming & Cooling Centres in Pickering community centres
- Wellness Checks, in partnership with the Region of Durham and DARS, for housing insecure residents
- DARS weekly program at the Central library
- Free Youth Prom Boutique, during Spring, to provide donated formal wear to Pickering youth for events such as graduation, prom, job interview, family event, etc.

Priority 7

Promote EDI (Equity, Diversity, Inclusion),

Accessibility & Reconciliation; create opportunities for engagement and relationship building through safer community spaces, programs, events, and community expression.

Examples of existing City of Pickering programs that contribute to promoting EDI include:

- City Hall Flag Raisings in support and celebration of our diverse community
- Pickering's Indigenous Relationship Building Action Plan
- Pickering's Anti-Black Racism Taskforce
- Library's Anti-Black Racism Working Group & Anti-Black Racism Youth Subcommittee
- Creation of a City of Pickering Equity, Diversity, and Inclusion Plan



Action Plan for Pickering

The following action plan has been developed with input from the CSWB Advisory Committee, Internal Working Team, and Community Consultations.

Initiatives have been developed for the next 60 months. Annual reporting will ensure transparency and accountability to residents.

Funding for the initiatives will be included in the 2024 to 2029 Current and Capital Budgets for consideration.

Guiding Values & Principles:

In alignment with our Corporate Strategic Plan, and Equity, Diversity, and Inclusion Strategy, it is essential to identify our guiding values and principles that inform each of our priorities.

- 1. Systemic Change.** We acknowledge that institutional and structural barriers exist due to bias, prejudice, and stereotyping. We will listen to the stories of those who have been marginalized and we will not deny their lived experiences. We commit to advancing policies and programs that remove systemic barriers.
- 2. Centering.** We commit to centering the lived experiences of community members in ways that respect, honour and empower their diverse and intersecting identities and backgrounds. We commit to anti-oppressive practices and acknowledge intersectionality.
- 3. Transparency.** We commit to communicating openly with our community on our work toward community safety, well-being, equity, and inclusion. We commit to receiving and incorporating feedback as our work continues. We commit to holding ourselves and each other accountable for both failure and success.
- 4. Measurability.** We will set out actionable goals and measure our progress toward those goals. We will remain transparent in our progress. We acknowledge that this plan and process cannot address all the challenges that our community faces, while also recognizing that those challenges may affect our ability to meet our community safety goals.

Marginalized members of our community, include but not limited to:

- Indigenous community
- Equity-deserving communities, including women, persons with disabilities, racialized persons, persons who identify as 2SLGBTQIA+, and other diverse communities.

(Silverthorn, 2023)

1. Improve Community Vitality

Objective: Create a sense of belonging with residents through targeted initiatives like volunteer programs, programs targeting social isolation, or programs and events that support socialization and community pride.

Action:

1.1	Increase access and opportunities to participate in the City of Pickering Volunteer Program.
1.2	Expand services and programs that provide recreation, culture, library services, and neighborhood outreach to isolated residents.
1.3	Increase community pride events, with focus on safer spaces for our 2SLGBTQIA+ community.
1.4	Undertake community consultation and data collection to understand where social isolation is highest to underserved and how to better serve isolated residents.
1.5	Expand Culture, Recreation, Sustainability and Library services, programs, and events to underserved communities, specifically rural and newly developed neighbourhoods including Seaton.
1.6	Undertake community consultation and data collection to better understand the challenges facing Pickering’s youth as it relates to sense of belonging and social isolation.
1.7	Support Durham Regional Police Services with ongoing Crime Prevention initiatives.
1.8	Collaborate with Durham Regional Police Services to promote safer communities. ¹
1.9	Enhance community safety through direct service and program delivery. ²

¹ Corporate Strategic Plan

² Corporate Strategic Plan



2. Strengthen Learning, Education, Partnership and Creative Communities

Objective: Create opportunities for residents to learn about Community Safety & Well-Being and contribute to solutions in creative ways.

Action:

2.1	Partner with Regional Providers to provide community safety, health and well-being training to the community that aligns with Durham Region’s seven Priority areas. Examples include information sessions about 211, Durham’s shelter program, and the Food Bank.
2.2	Provide community safety, health and well-being training to the community that supports active, vibrant, and liveable communities. Examples include water safety, nutrition, active living, financial literacy, and climate emergency preparedness.
2.3	Train City of Pickering and Library staff in community safety, health, and well-being initiatives to equip staff to refer community members to appropriate regional services and provide enhanced level of service to Pickering residents.
2.4	Provide Community Safety & Well-Being training to the community, and City of Pickering staff, on building inclusive communities from an Anti-Oppressive Framework. Examples include Identity (gender, race, class, religion), Phobias (homophobia, transphobia, xenophobia), Ism’s (racism, ageism, sexism, ableism, classism) and their intersectionality.
2.5	Partner with Regional Providers to include community health, safety and well-being services in City of Pickering facilities and programs. Examples include exploring arrangements/ agreements that would establish regular drop-in hours for Durham Community Health Centre, Newcomer Information Sessions, Social Services, Mental Health Services at Pickering community centres.
2.6	Establish a youth-specific strategy to create opportunities for Pickering youth to learn about Community Safety & Well-Being and create opportunities for youth to contribute to solutions to improve Community Safety & Well-Being.
2.7	As per Resolution #235/23, provide community and City staff training on Intimate Partner Violence and information to help provide support and resources to victims of intimate partner violence.
2.8	Provide fire safety programs and public education campaigns for resident learning opportunities (Adopt a School, Learn Not to Burn, The Arson Prevention Program for Children, Get Real Pickering, Older and Wiser, After the Heat)
2.9	Advance the City’s first Community Safety & Well-Being Plan. ³
2.10	Continue to support the Region of Durham in its efforts to lead the implementation of the Region’s Community Safety & Well-Being Plan. ⁴

³ Corporate Strategic Plan

⁴ Corporate Strategic Plan

3. Create Safe and Welcoming Neighbourhoods

Objective: by creating safe, clean, attractive, and welcoming spaces. Park design, neighbourhood beautification, safe trails that promote healthy living, public art, spaces that promote healthy lifestyles (outdoor gym or hiking trails), lighting and cameras, and enhanced road safety using elements such as streetlighting and cameras.

Action:

3.1	Provide opportunities for residents to participate in community cleanup, litter challenges, Garden of Distinction programs and Park Stewardship programs.
3.2	Expand Pickering’s security camera program in parks, community centres and public spaces to prevent criminal activity and reduce victimization.
3.3	Create new and existing public spaces that encourage residents and visitors to gather and socialize, while enhancing community safety, health, and well-being. Examples include installation of more seating, benches, shade structures and lighting along outdoor trails.
3.4	Promote and support the City’s emergency preparedness efforts. Examples include Security Services response efforts through security plans, policies, procedures, and emergency preparedness services of Pickering Fire. ⁵
3.5	Provide City staff with training to support welcoming, safe, and healthy interactions with residents. Examples include de-escalation training, crisis intervention, mental health training. ⁶
3.6	Enhance public spaces to highlight and improve Community Safety & Well-Being through public art, interactive displays and community-led art. Examples include Pickering’s Reflection Garden at Esplanade Park that supports mental health and well-being and the rainbow crosswalk that celebrates inclusion.
3.7	Improve road safety with enhanced pedestrian crosswalks with additional signage, sidewalk installations, painted crosswalk murals, connected and safe bike lanes.
3.8	Improve road safety, in collaboration with our Integrated Transportation Master Plan. Some examples include Automated Speed Enforcement traffic camera program, implementing additional Radar Speed Board signage, converting existing streetlighting infrastructure from HPS to LED, introducing Traffic Calming measures, participating (with Ajax) in the Road Watch program, facilitating residents with the Slow Down Sign Campaign, and adding cycling facilities.
3.9	Participation in Durham Vision Zero and Road Safety Action Plan initiative.
3.10	Prioritize safety in the design of municipal infrastructure. ⁷
3.11	Consult with youth to improve Youth-dedicated spaces in City of Pickering community centres and public spaces.
3.12	Develop community safety signage and lighting integration in new City developments (roads, parks, trails), underground cabling in new spaces.

⁵ Corporate Strategic Plan

⁶ Corporate Strategic Plan

⁷ Corporate Strategic Plan

4. Increase Physical Health and Mental Wellness

Objective: through community spaces like community centres, community gardens, libraries, and programs that support physical and mental health.

Action:

4.1	Provide health and wellness training and support to City of Pickering staff through the Wellness Committee.
4.2	Assess Pickering's resident's ability to access City of Pickering culture, recreation services, programs and events and create opportunities to improve access through subsidy programs, pricing, grants, free programming, and increased offerings of high-demand programs.
4.3	Develop and expand programs that promote food security for Pickering residents including community gardens, webinars/events about learning to grow food and programs that promote healthy eating and cooking.
4.4	Complete the City of Pickering Recreation and Parks 10 Year Plan & Arena Strategy to enhance quality of life through a strengthened parks and recreation system. This includes community consultation that will inform the development of new community facilities and maintenance and use of existing facilities.
4.5	Complete an audit of City policies and procedures to explore inclusive health and wellness practices. Examples include gender-inclusive spaces, religious practices, and interpretation services.
4.6	As per Resolution #34/22, undertake the expansion of community gardens, with emphasis on nutritious eating and food security.
4.7	Advocate for and with partners to increase access to health care facilities and medical practitioners. ⁸
4.8	Support community members with diverse needs, including those who are experiencing poverty and homelessness. ⁹
4.9	Develop and partner with community stakeholders to support community listening sessions and workshops for traumatic community events (DRPS, Durham Community Health Centre, Sports Associations, School Boards).
4.10	Implementation of new nuisance by-law to allow Municipal Law Enforcement Officers to address various circumstances (intoxication, fighting, property damage, aggression).

⁸ Corporate Strategic Plan

⁹ Corporate Strategic Plan

5. Improve Living Standards

Objective: attracting businesses to bring new jobs to Pickering, making programs and services accessible to all residents regardless of income through low cost, subsidized or free programs and services, supporting food security through targeted programs.

Action:

5.1	Increase promotion and outreach efforts for the snow clearing program for seniors and people living with a disability.
5.2	Implement the City of Pickering Housing Strategy to support a supply of suitable (as it relates to the size of the household), adequate (as it relates to physical condition), and affordable (as it relates to household income) housing for all ages and abilities within its jurisdiction. This also ensures that the City meets the housing needs to support a diverse workforce. Continue to implement the action items listed in the City of Pickering Housing Plan.
5.3	Investigate and assess participation in the Durham Region Physician Recruitment Initiative to attract more physicians to practice in Pickering.
5.4	Support the Region of Durham in its efforts to address homelessness through the Region's implementation of the Affordable & Seniors Housing Strategy. ¹⁰
5.5	Facilitate Job Attraction program, through Economic Development, to promote employment in Pickering.
5.6	Enhance employment workshops (Job Fairs, Interview Skills, Public Speaking, Professional Software), facilitated through the library.
5.7	Participate and provide support during creation and implementation of Durham Regional Encampment Strategy.

¹⁰ Corporate Strategic Plan



6. Support Basic Needs

Objective: including access to nutritious food, shelter and personal care/hygiene products and services through programs and services.

Action:

- | | |
|-----|--|
| 6.1 | Support basic needs with access to showers and basic hygiene products in City of Pickering community centres. |
| 6.2 | Develop City of Pickering procedures to ensure equity and inclusion for vulnerable populations. Examples include wellness checks for those who are unsheltered, shower access procedures, and safe removal of encampments. |
| 6.3 | Support basic needs with warming and cooling shelters at City of Pickering community centres and Libraries during extreme hot and cold days. |
| 6.4 | Provide provisions for overnight shelters for those who are unsheltered. |
| 6.5 | In partnership with DARS, provide lunch services at City of Pickering facilities including community centres and the Pickering Public Library. |
| 6.6 | As per Resolution #218/23, support urban agriculture initiatives to reduce grocery cost and increase food security (gardens, parks, balconies, schools, educational webinars/ events, toolkits, library seed programs). |



7. Promote EDI (Equity, Diversity, Inclusion), Accessibility & Reconciliation

Objective: create opportunity for engagement and relationship building through safer community spaces, programs, events, and community expression.

Action:

7.1	Create an equity, diversity, and inclusion strategy based on community consultation.
7.2	Continue work with advisory committees and taskforces that can help advise on diversity, equity, and inclusion initiatives. Examples include the Accessibility Advisory Committee, Pickering Anti Black Racism Taskforce, and Indigenous Relationship Building Circle.
7.3	Create opportunities for marginalized residents to contribute to provide input to programming, services, committees, and training.
7.4	Enhance accessibility throughout the City of Pickering through actions listed in the Accessibility Plan (2021 – 2025). Examples include fulfilling requests for accessible pedestrian signals; installing tactile walking surface indicators; and, incorporating accessibility into new builds and significant renovations for facilities, parks, playgrounds, and trails.
7.5	Investigate professional and personal development opportunities for marginalized residents and communities.
7.6	Enhance relationship building with our Indigenous community.



Reporting & Evaluation

- An Annual Report will be developed for presentation to the CSWB Advisory Committee at their last scheduled meeting of the year. The report will then be presented to City Council and posted on the CSWB webpage. A copy will be shared with the Region of Durham.
- The Community Safety & Well-Being Advisory Committee will present an Annual Work Plan to City Council. This Work Plan will outline the formal road map for that year. It will clearly articulate the required steps, objectives, and measurable deliverables that can be transformed into concrete actions.
- The Community Safety & Well-Being Advisor will ensure effective bi-lateral communication between Internal Working Team, Advisory Committee, and Durham Region Municipal Working Group.

Links:

- [Durham Region Community Safety & Well-Being Plan](#)
- [Age Friendly Plan](#)
- [Recreation and Parks Master Plan](#)
- [Cultural Strategic Plan](#)
- [Pickering Accessibility Plan](#)
- [PABRT Annual Work Plan](#)
- [Integrated Transportation Master Plan](#)
- [Pickering Housing Strategy & Action Plan](#)
- [Corporate Strategic Plan](#)



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Appendix A: Definitions

Mental Health	Refers to a state of mental well-being where individuals can cope with stress, learn productively, and contribute to their community. Municipal mental health strategies include program development through recreation, volunteering to create a sense of belonging, providing beautified spaces for inclusive rest and relaxation in the community.
Substance Use	Refers to use of substances consumed, injected, smoked, or absorbed in the body. These substances generally lead to dependence and deterioration of the body. Municipal substance use strategies will include education, training, awareness, and strength in community partnerships.
Homelessness & Basic Needs	Refers to the issues in lack of housing resources, lack of food security, and/or struggles to have basic needs met. Municipal strategies include employment programs, wellness checks, housing strategies, community development in food gardening, and expansion of food security programs.
Criminal Involvement	Refers to individuals involved in committing crimes. Municipal strategies include training and development, providing youth voices and opportunities to contribute to community safety, road safety, safe surrender sites, and enhancement of crosswalks supporting safe travel.
Victimization	Refers to the act of being targeted for unjust treatment. Municipal strategies to reduce victimization include enhancing accessibility efforts, expanding traffic and parks camera programs, addressing Intimate Partner Violence strategies, and developing community partnerships for access and support to appropriate resources.
Social Isolation	Refers to the state of feeling alone with lack of social contact or support. Municipal strategies include better access to recreation and library services, program affordability, creation of social spaces, and snow clearing for vulnerable residents.
Experiences of Racism	Refers to the process where systems and actions create inequities for individuals based on race. Municipal responsibilities include identifying barriers, creating municipal strategies to promote DEI (diversity, equity, and inclusion), engaging the community to ensure human-centred design.
Inclusion	Refers to the practice or policy of enhancing equal access to opportunities and resources, especially for those who may otherwise be excluded or vulnerable.
2SLGBTQIA+	Refers to individuals who identify as Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, Asexual. This term intends to embrace all identities on the gender and sexual spectrum, even those not specifically included in this acronym.
Marginalized	Refers to residents or individuals from indigenous communities, or from equity-deserving communities, including women, persons with disabilities, racialized persons, persons who identify as 2SLGBTQIA+, and other diverse communities.

Appendix B:

CSWB Phase 1 Survey Results

Respondents: 332

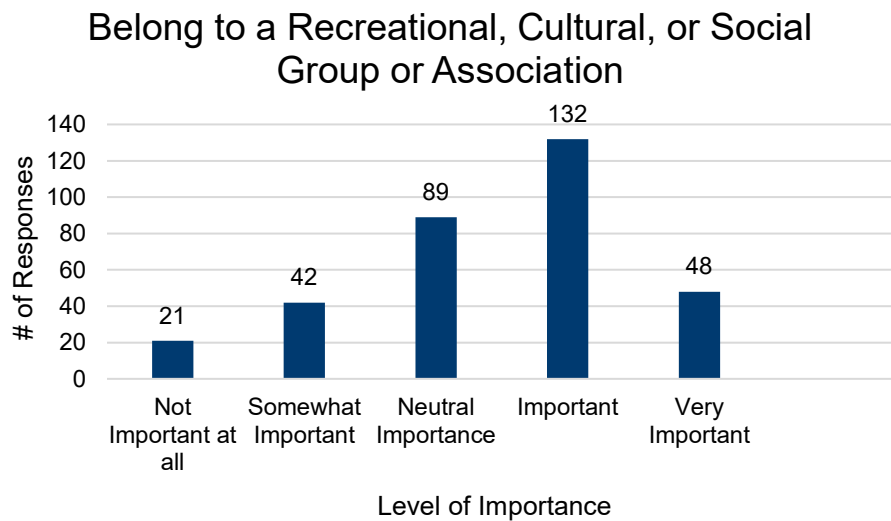
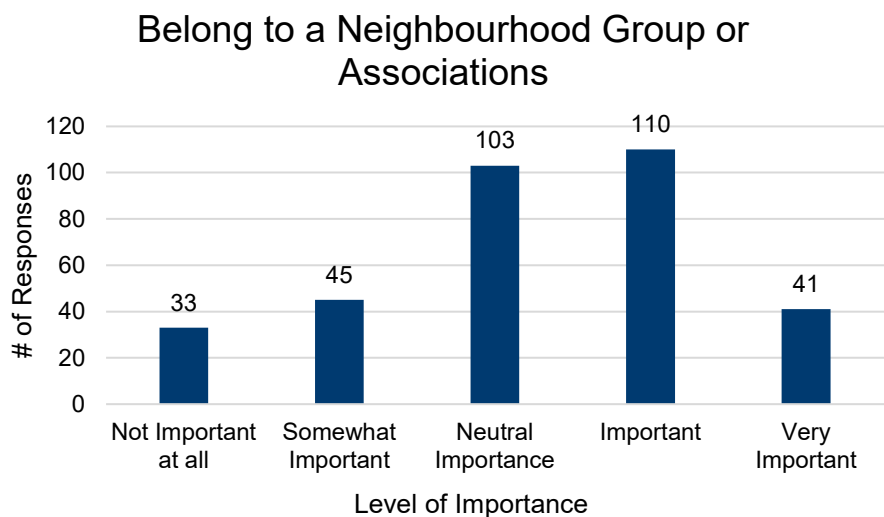
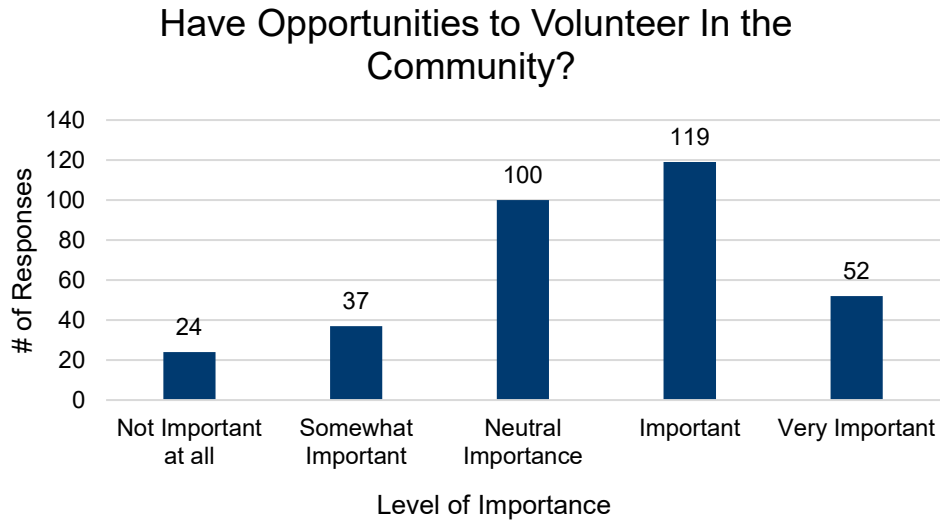
Percentage of respondents residing in Pickering: 94%

The Community Safety & Well-Being Survey was created for residents to rank, rate various priorities, and action items to be included in the CSWB Draft Plan. The survey's goal is to help signify where more imminent action needs to be taken for our community to feel supported and heard within the umbrella of Community Safety & Well-Being.

When asked in the first section to rank priorities, residents were asked to rank priorities 1 through 9; with 1 being the most important to them, and 9 being the least. The lower the average rank, the more important the community felt this priority was.

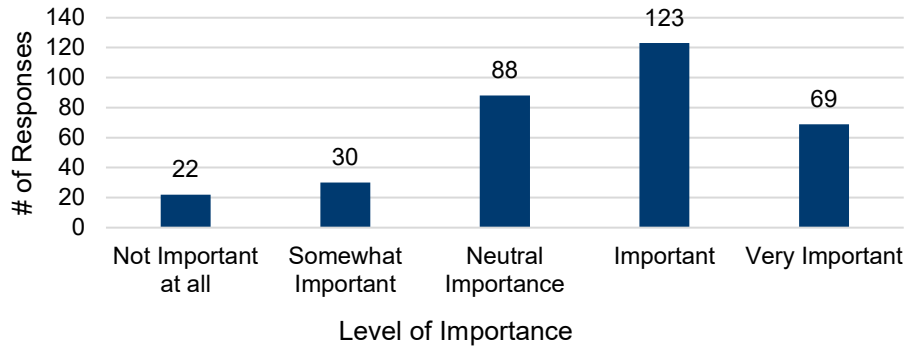
Ranking of Priorities	
Options	Average Rank
To live in a clean, safe, attractive, and welcoming community with safe trails, walkways, public art, well-lit spaces, and spaces that promote healthy lifestyles (Create safe and welcoming neighborhoods)	3.09
To have access to recreation, fitness and leisure programs, community gardens, and programs that support physical and mental wellbeing (Physical Health and Mental Wellness)	4.3
To reduce local crime and victimization (Improve individual safety and security)	4.47
To improve living standards by attracting new jobs and businesses to Pickering; providing education on financial literacy, attracting more physicians to Pickering, rental and affordable housing strategies (Improve living standards)	4.86
To know how to find resources for things like mental health, safety, victimization, crime prevention, physical wellbeing, and substance use (Learning, education, and creative communities)	5.06
To feel a sense of belonging to my community by participating in neighborhood initiatives, volunteering, or programs (Community Vitality)	5.49
To provide services and resources to those experiencing homelessness, substance use, or food insecurity (Support basic needs)	5.51
To increase road safety for pedestrians, cyclists, motorists, and vehicle passengers	5.73
To develop programs, committees, taskforces, and trainings to combat local racism, homophobia, and xenophobia (Promote Inclusion, Diversity and Equity)	6.48

Q3 Community Vitality Initiatives How important is it that you...

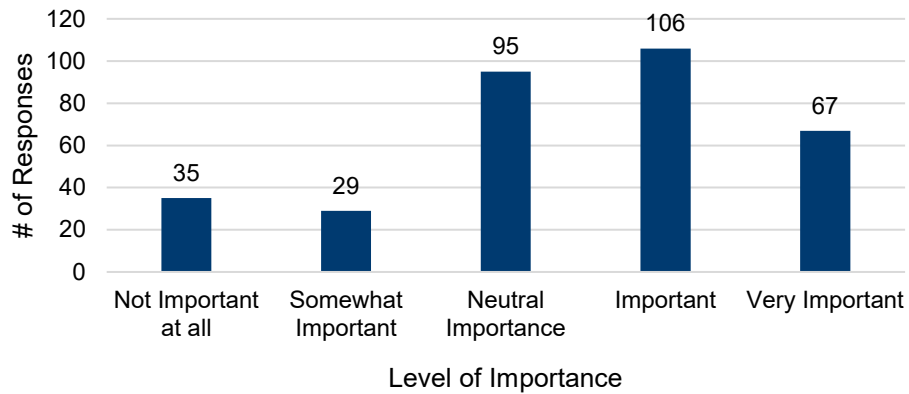


Q3 Community Vitality Initiatives How important is it that you...

Have Opportunities That Connect Me With Others In My Neighbourhood (Neighbourhood Watch, Street Parties, Knowing My Neighbours)

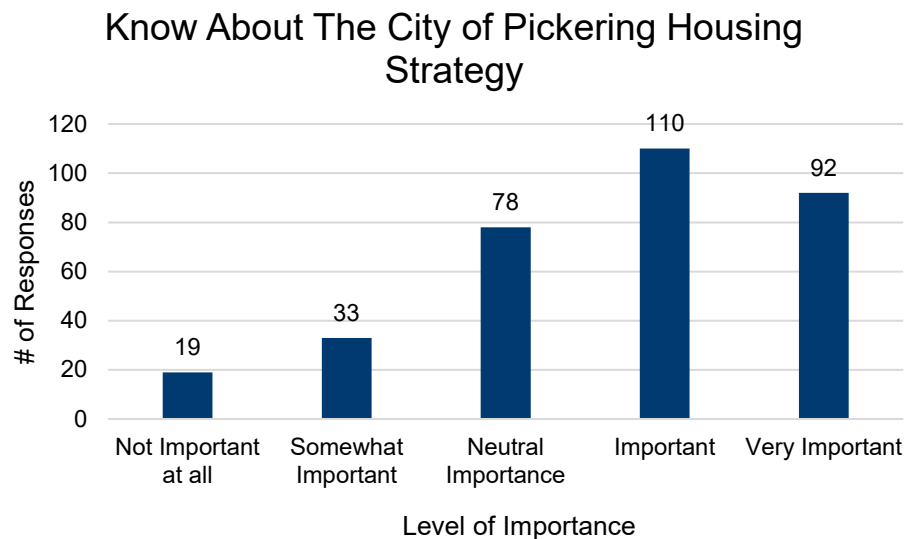
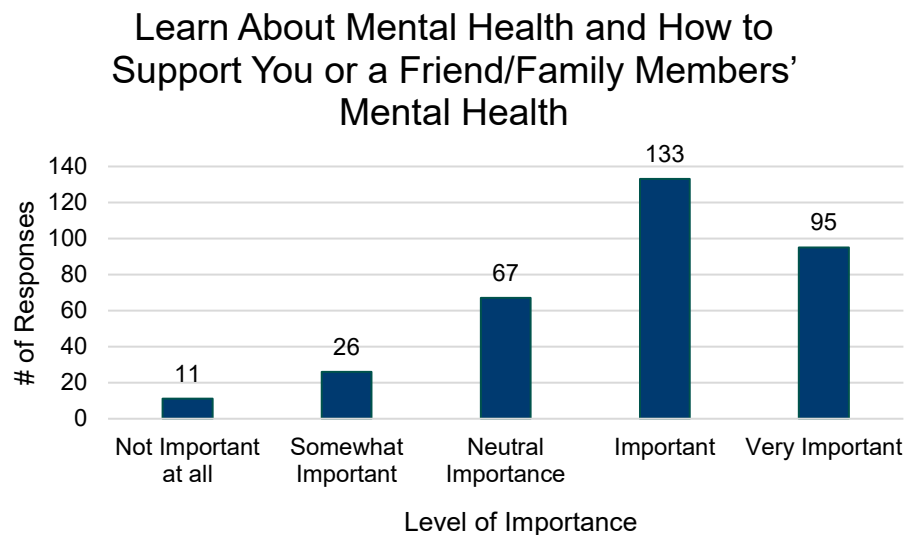
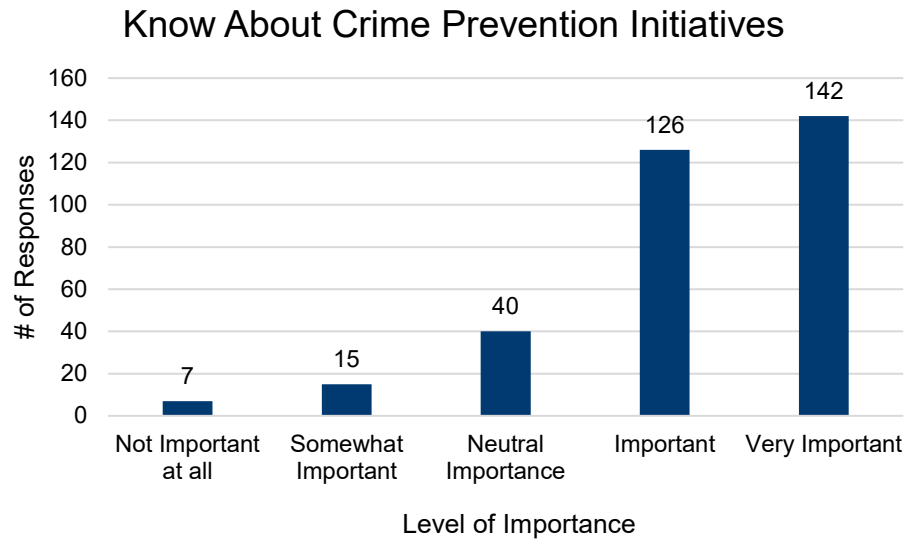


Have Opportunities to Celebrate Holidays, Events, or Special Occasions with My Neighbours



Q4 Learning, Education, and Creative Communities

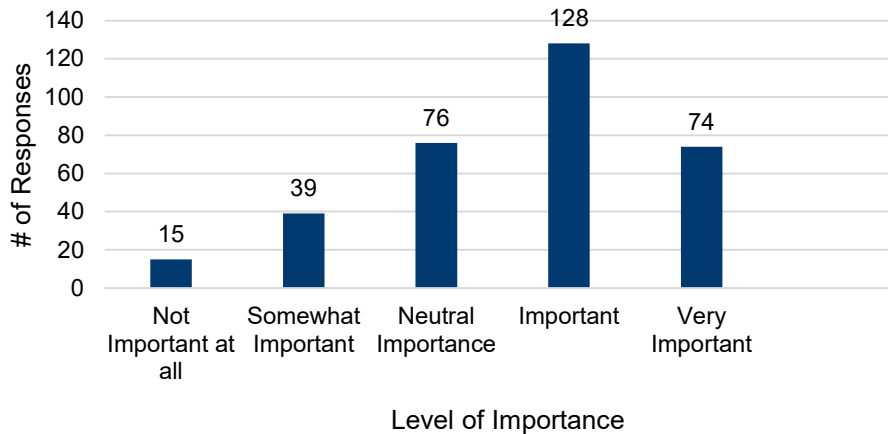
How important is it that you...



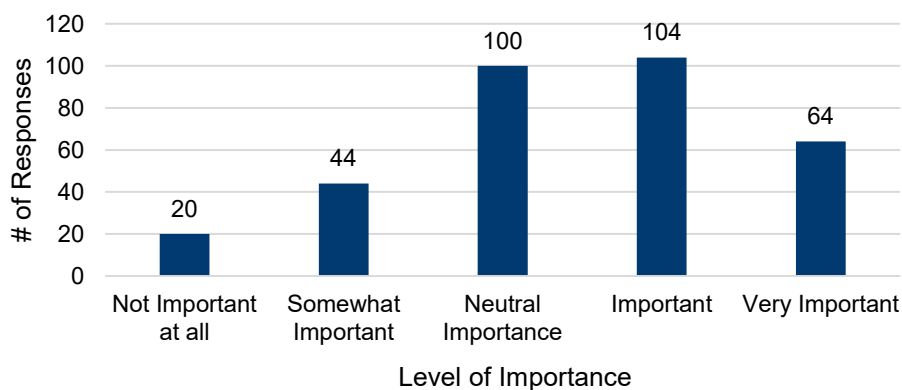
Q4 Learning, Education, and Creative Communities

How important is it that you...

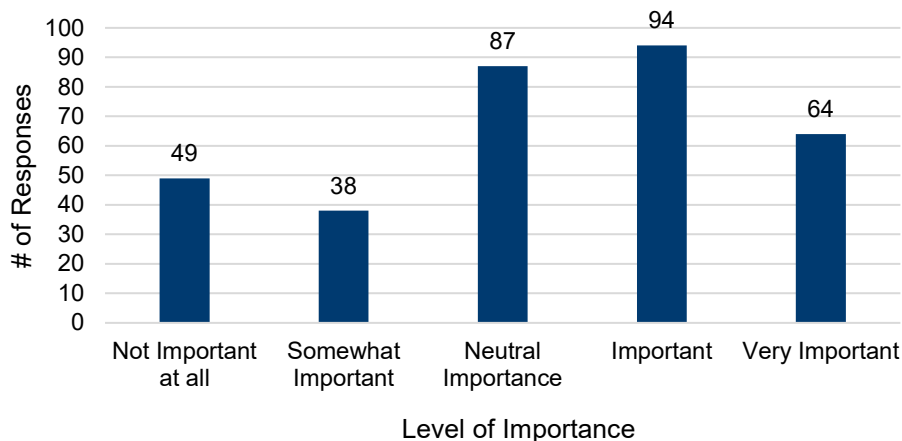
Learn About Local Resources and Programs to Combat Social Isolation



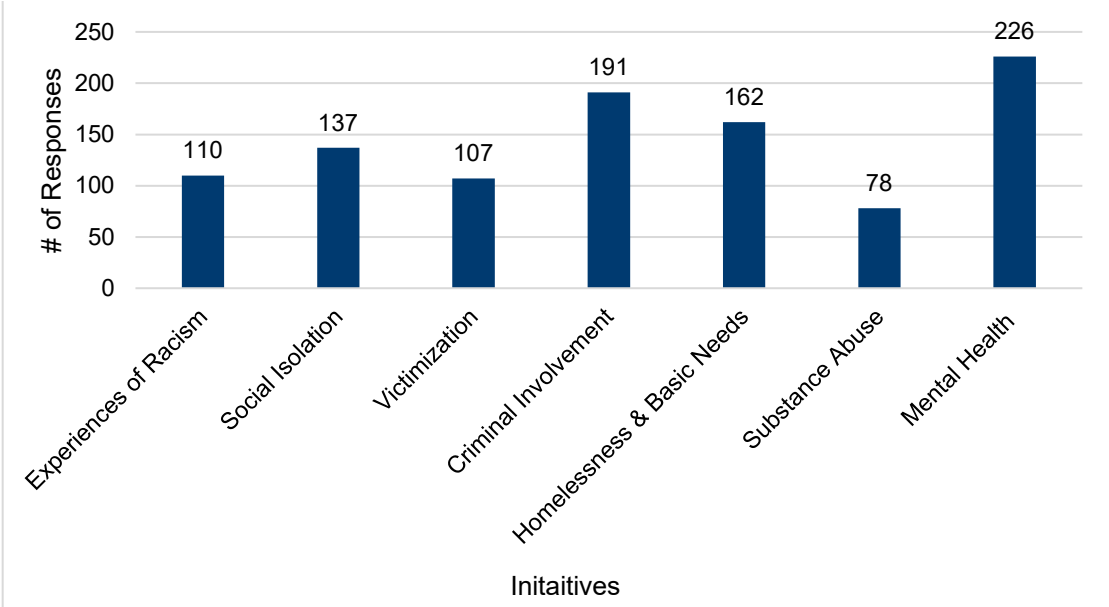
Learn About Local Resources and Strategies to Support Those Struggling with Substance Use



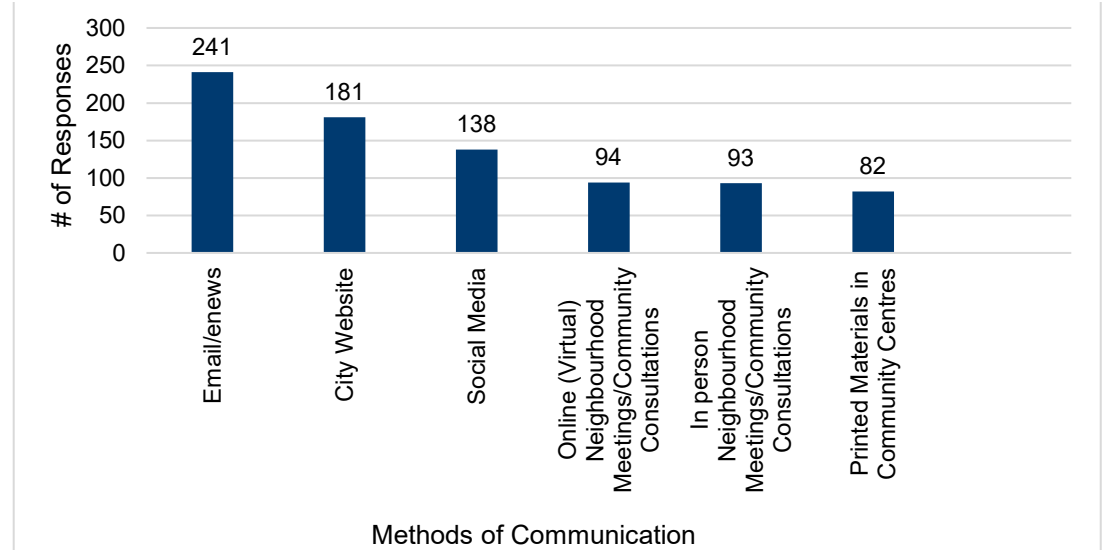
Know About The Pickering Anti-Black Racism Task Force Initiatives



Q5 What Community Safety & Well-Being initiatives do you want to learn more about? Select all that apply...



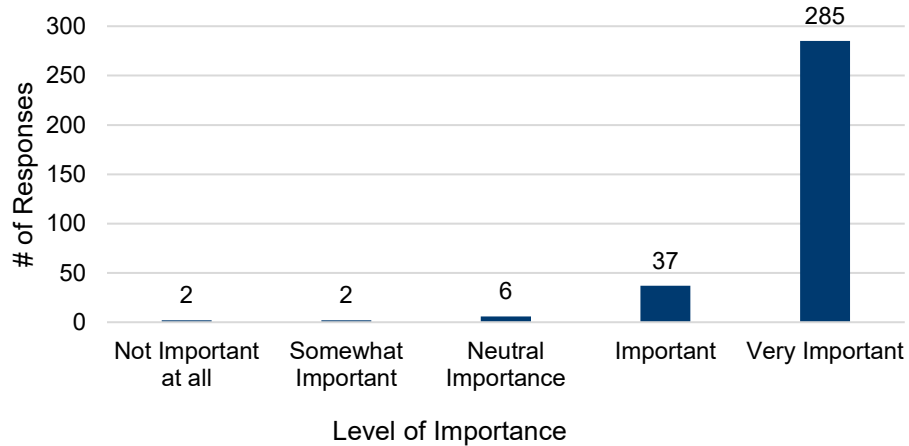
Q6 How do you want the City to Communicate this information with you? Select all that apply...



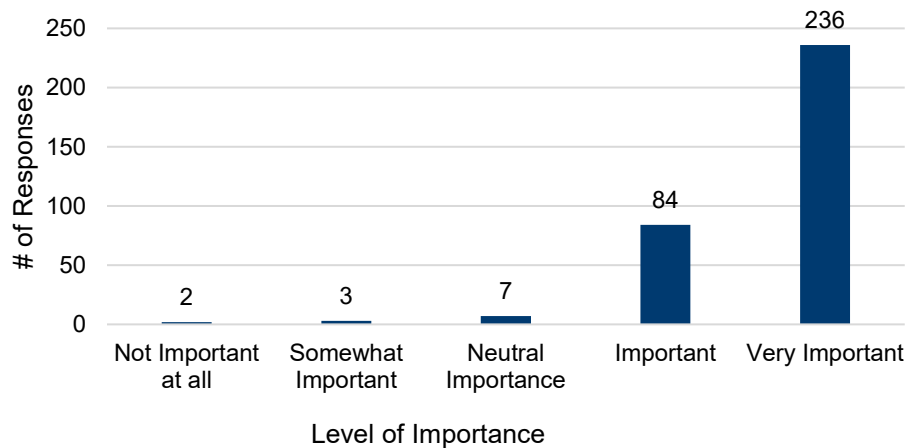
Q8 Create Safe and Welcoming Neighborhoods

How important is it that..

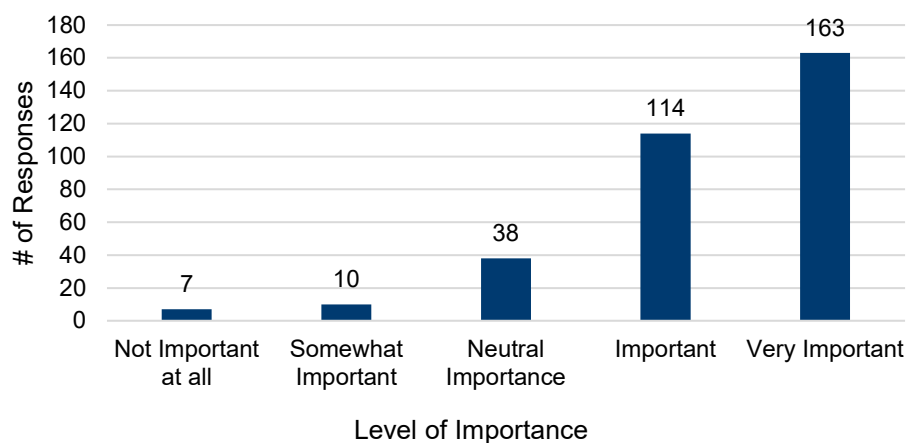
You Feel Safe Walking Home Alone In Your Community



The City Has Public Spaces That Are Clean, Tidy And Well Cared For

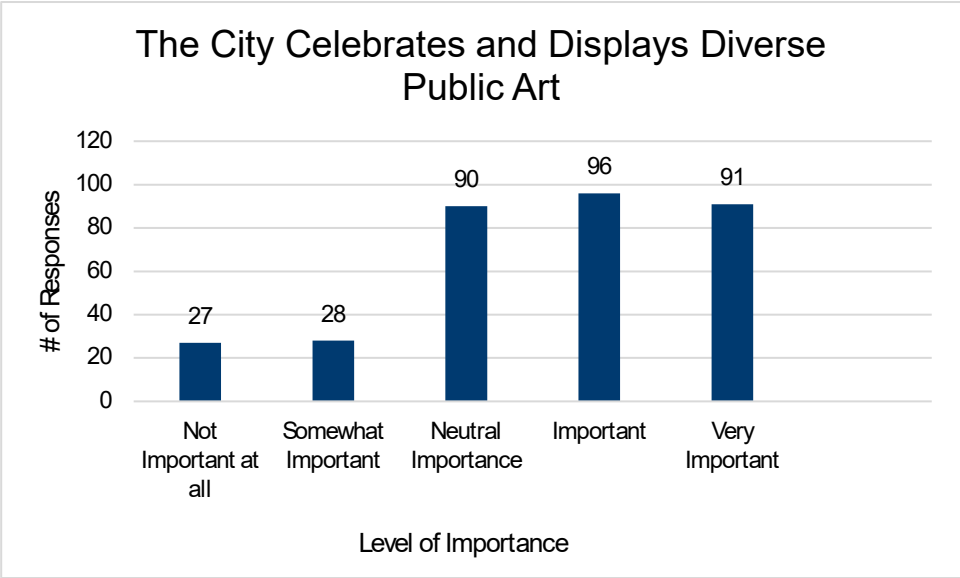
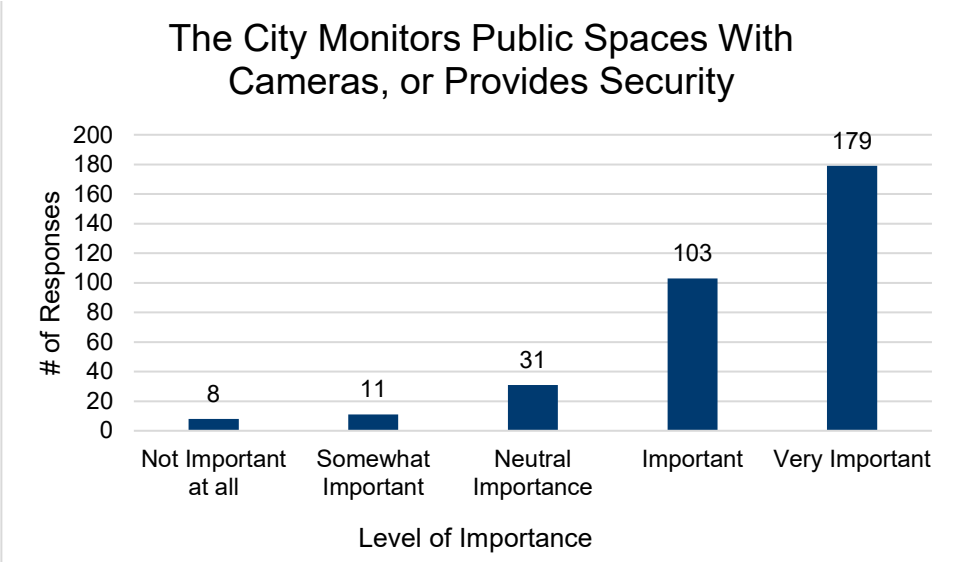


The City Has Public Spaces That Allow People To Gather And Celebrate



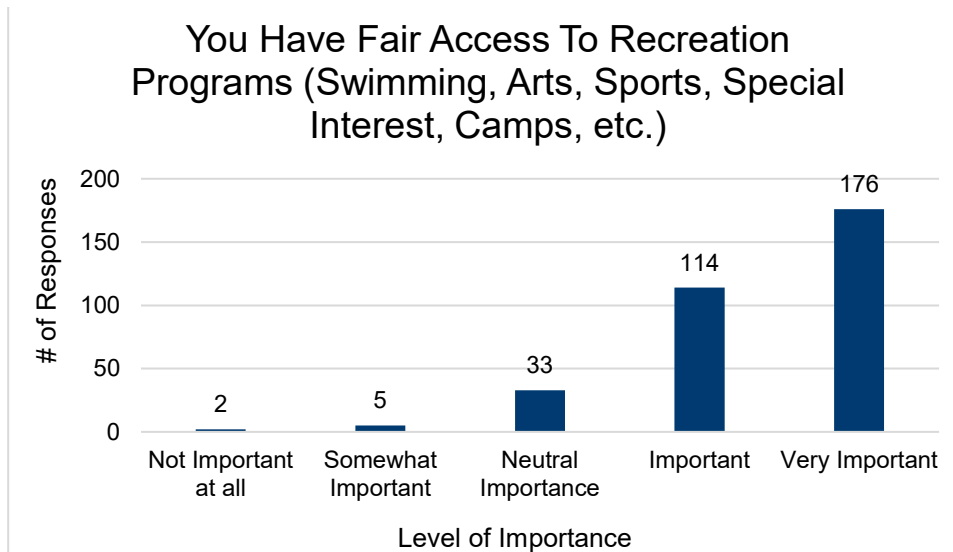
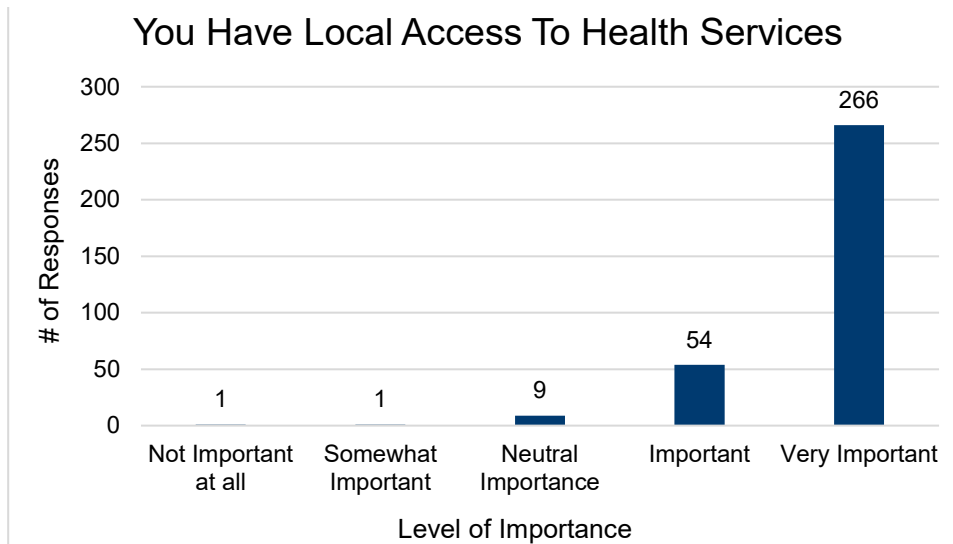
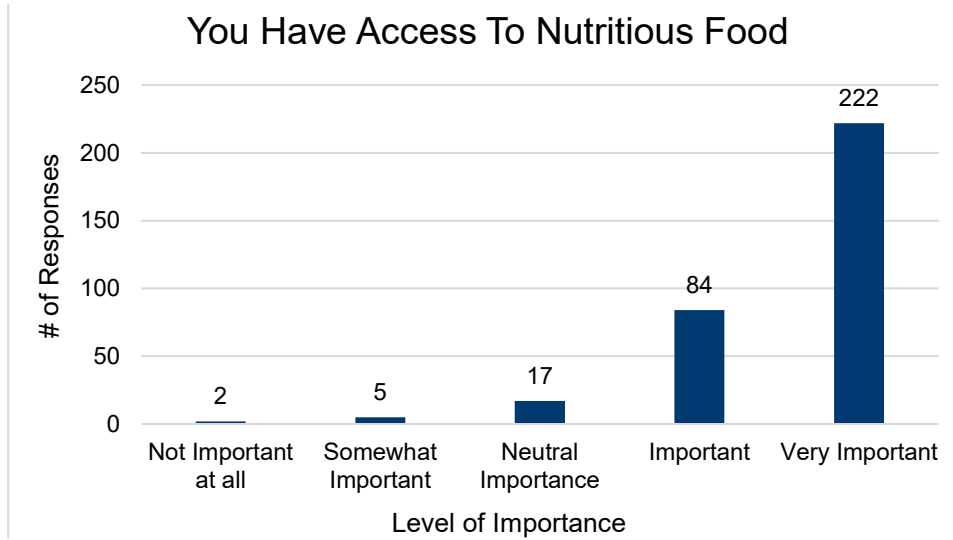
Q8 Create Safe and Welcoming Neighborhoods

How important is it that..



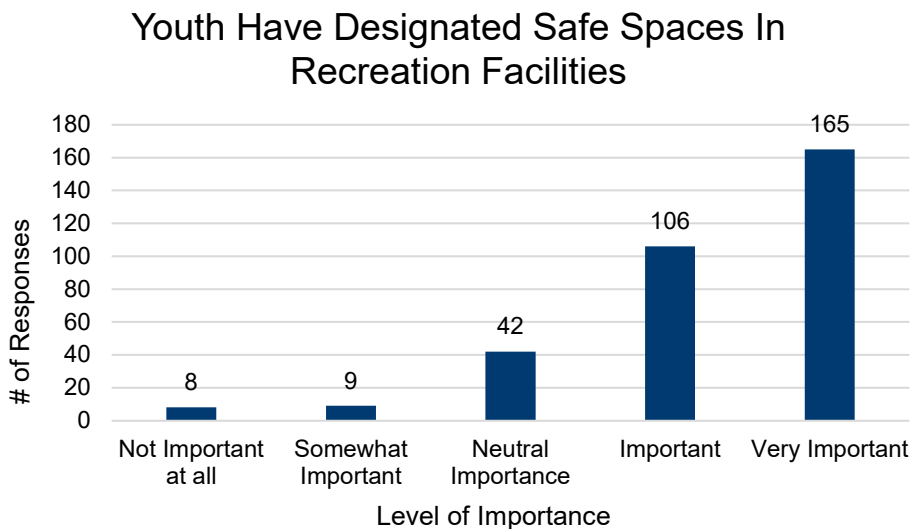
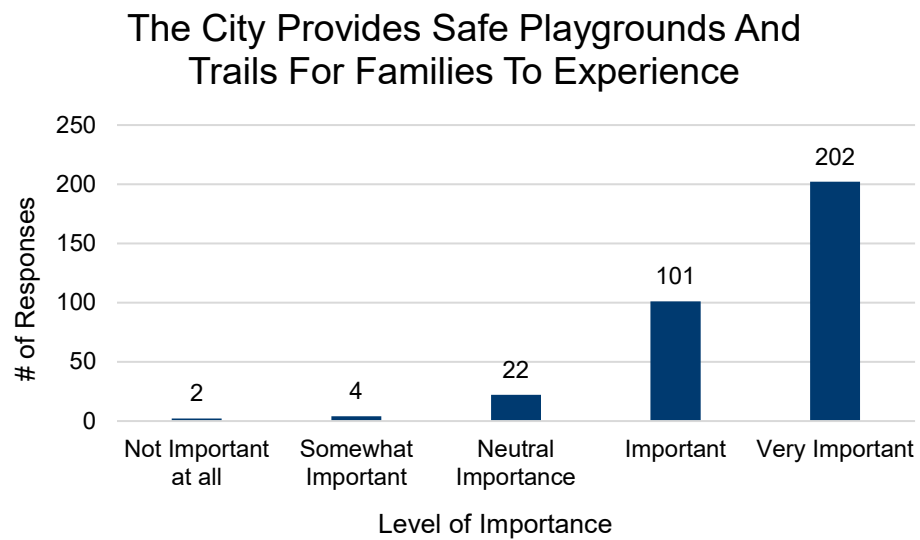
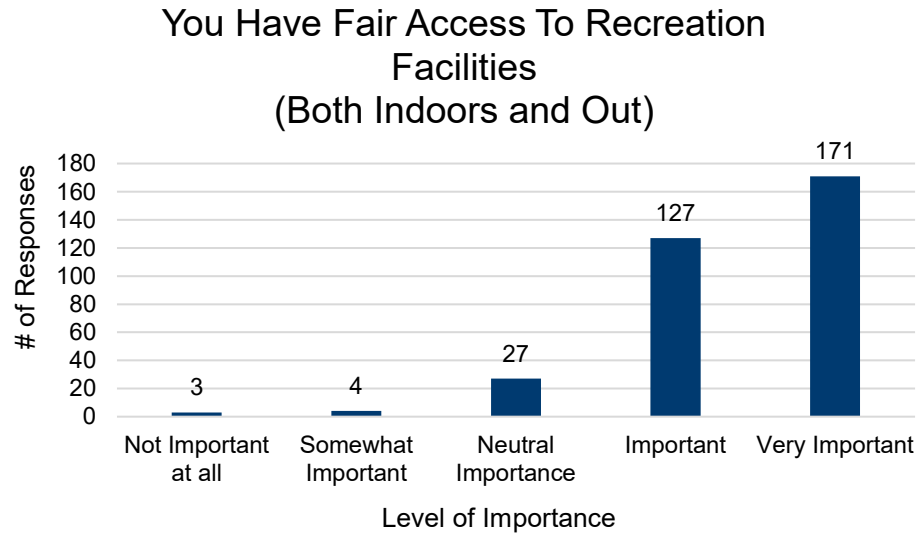
Q9 Physical Health and Mental Wellness

How important is it that...



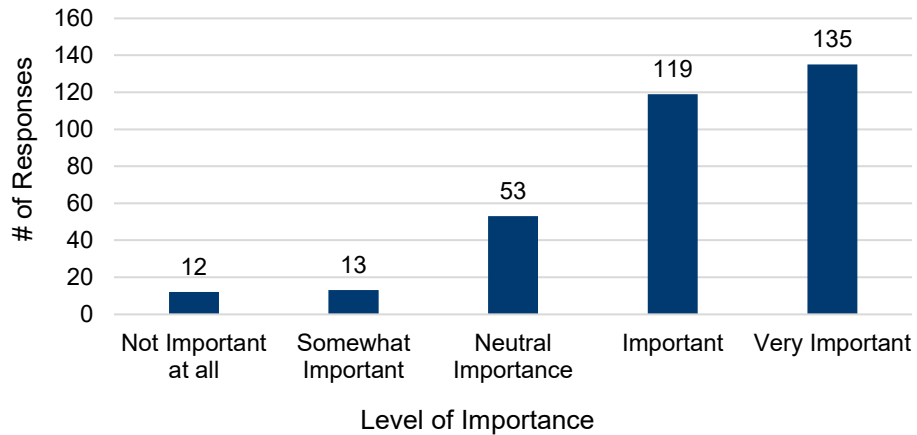
Q9 Physical Health and Mental Wellness

How important is it that...

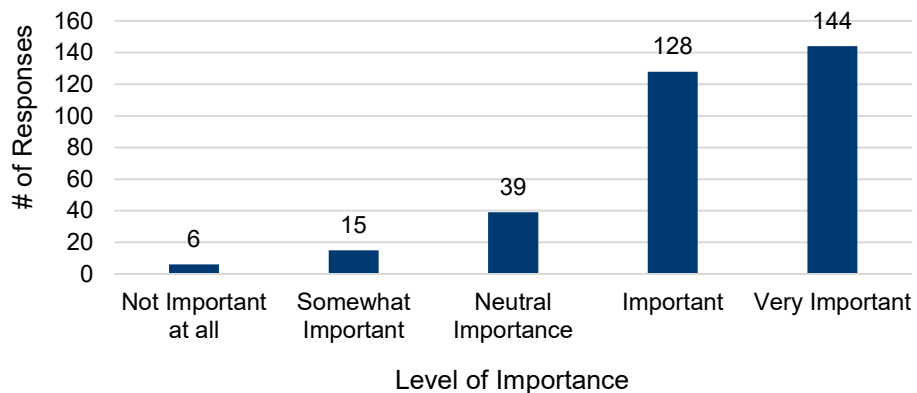


Q10 Improve Living Standards How important is it that...

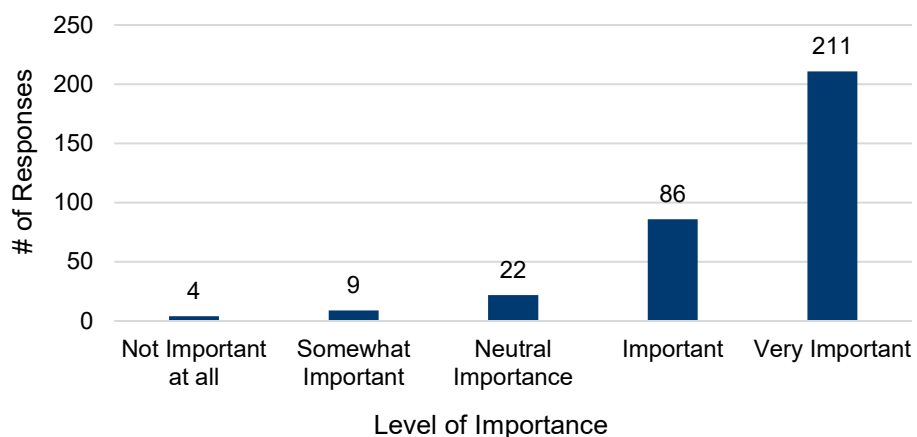
Wi-Fi Is Easily Accessible In City Spaces, And For Borrow (Wifi Hot Spots)



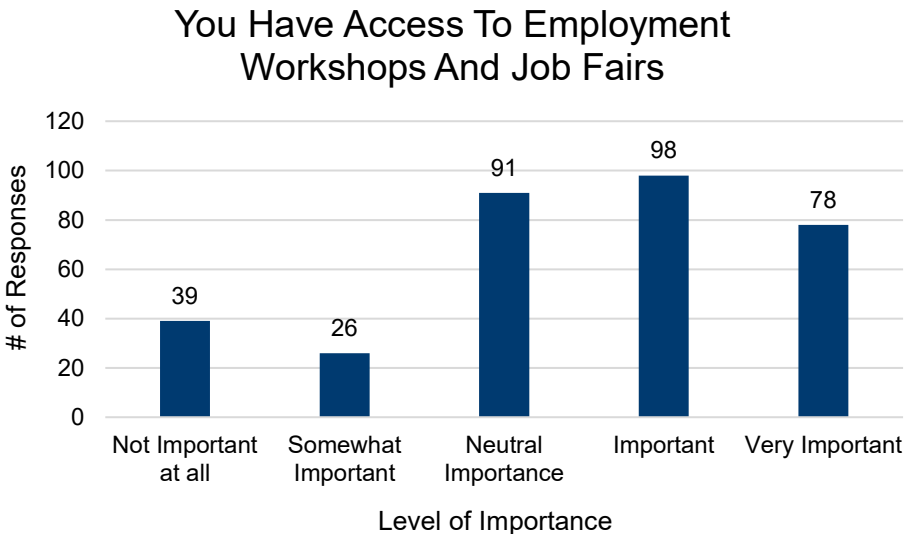
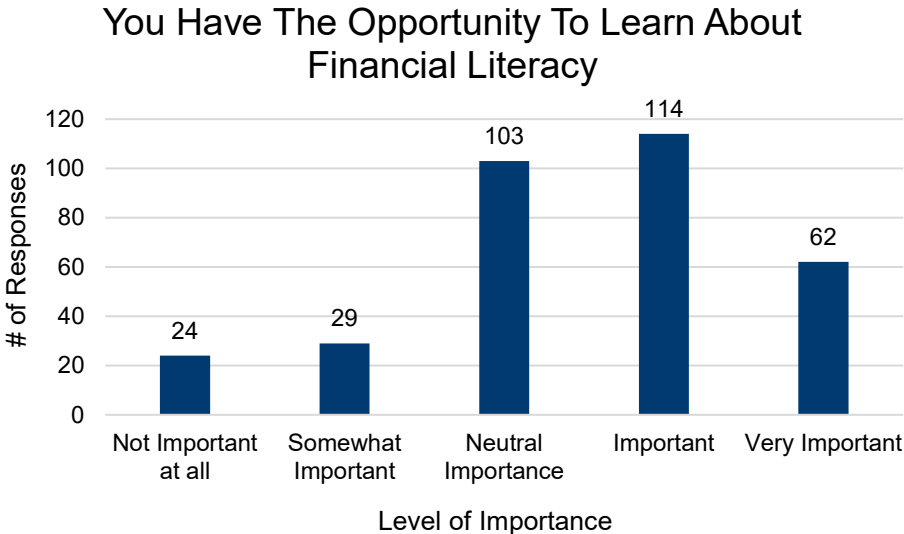
The City Supports The Efforts Of Organizations Providing Food Security Programs



Snow Clearing Is Prioritized For Seniors And People Living With Disabilities

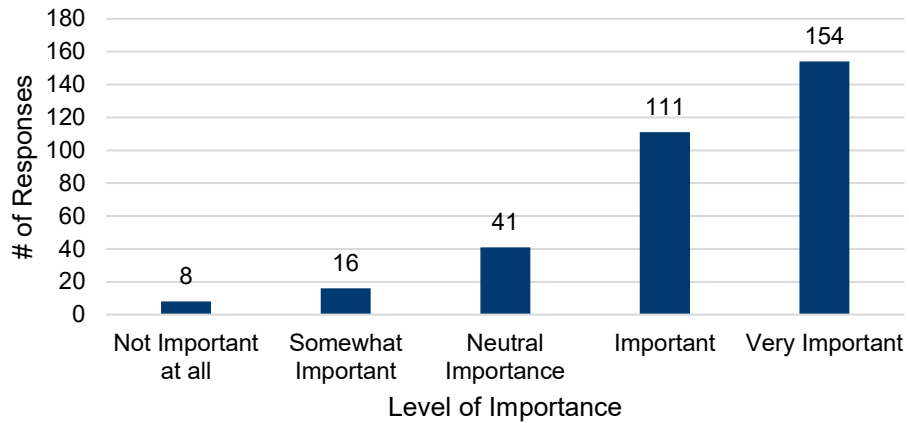


Q10 Improve Living Standards How important is it that...

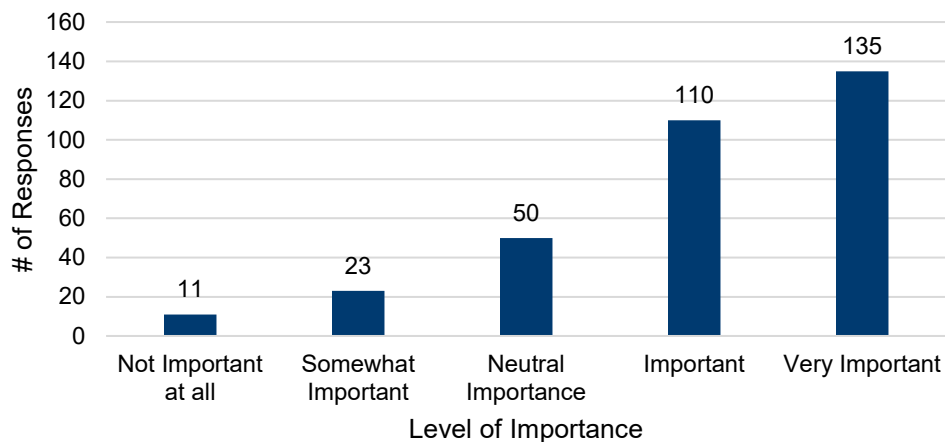


Q11 Support Basic Needs How important is it that...

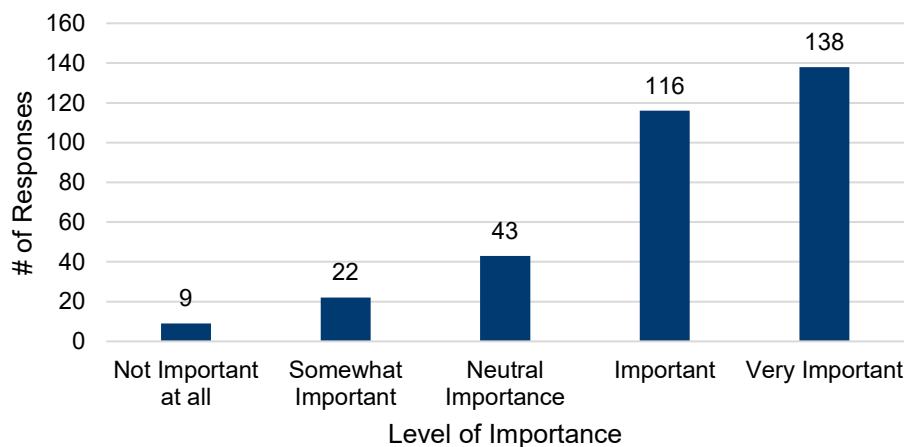
Overnight Shelters Are Available In Pickering During Extreme Weather Conditions



Access To Showers Is Provided For Those Who Are Housing Insecure

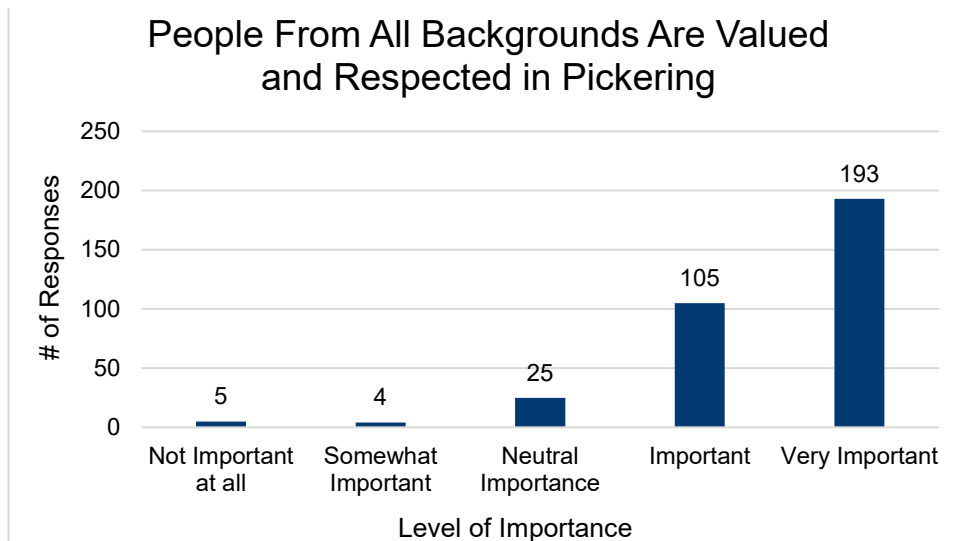
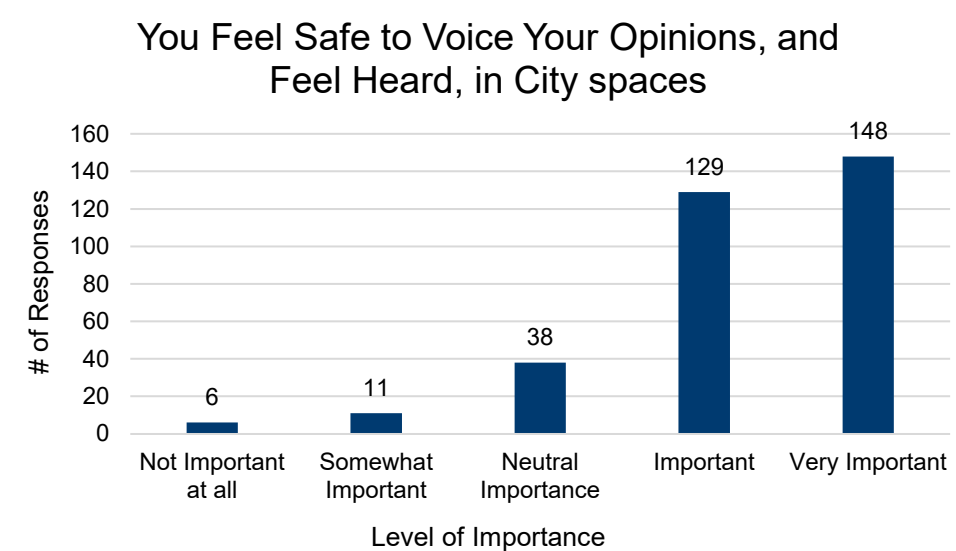
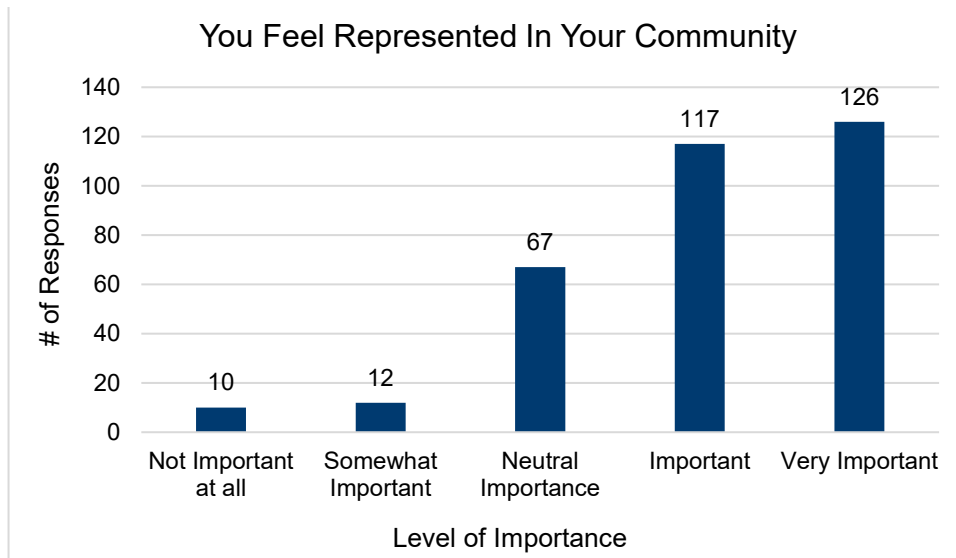


Wellness Checks Are Coordinated For Those Who Are Unsheltered



Q12 Promote Diversity, Equity, and Inclusion

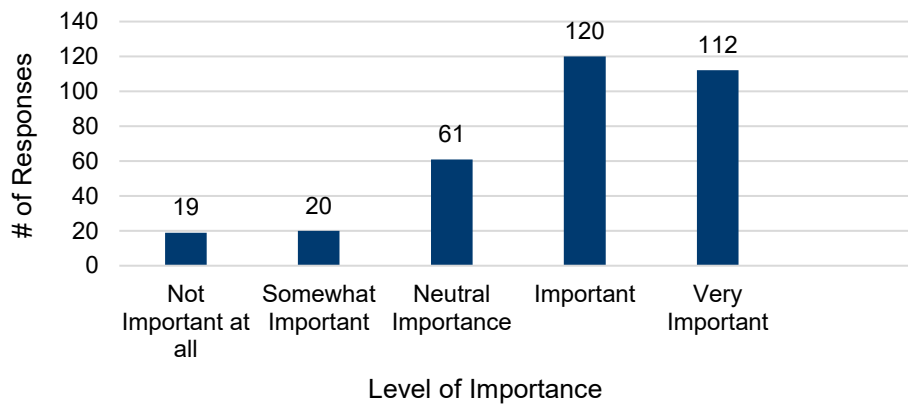
How important is it that...



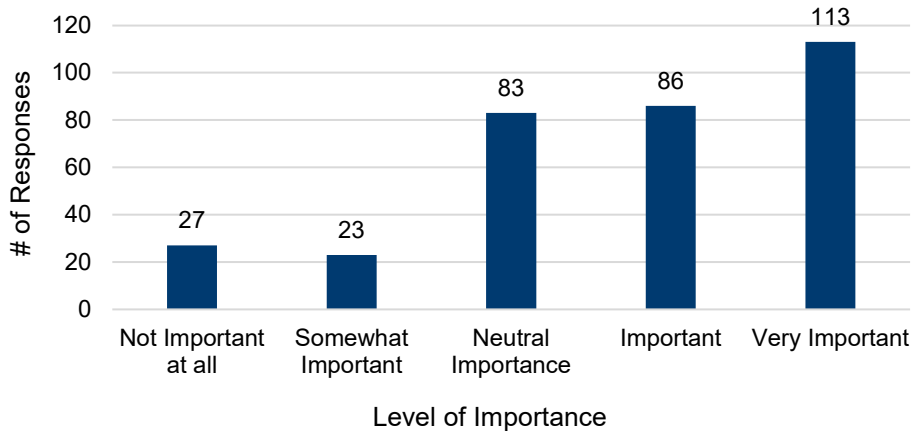
Q12 Promote Diversity, Equity, and Inclusion

How important is it that...

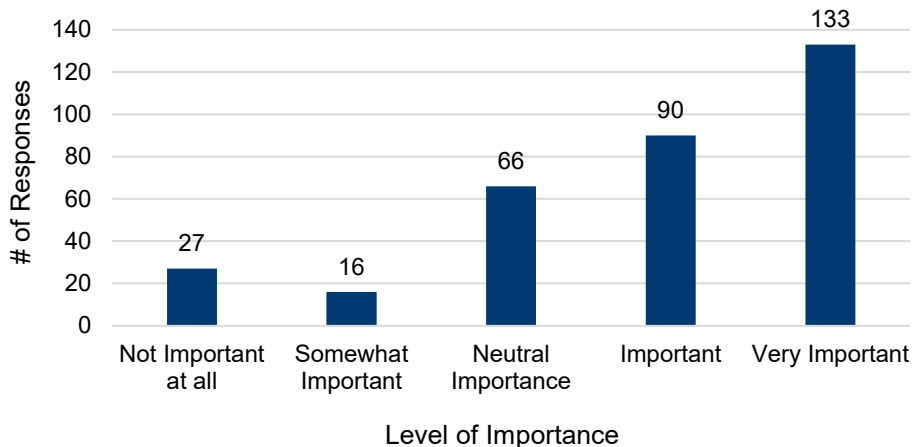
Culturally Relevant Programming Reflects the Diversity of Our City



Anti-Racism Training and Resources Are Offered to The Public

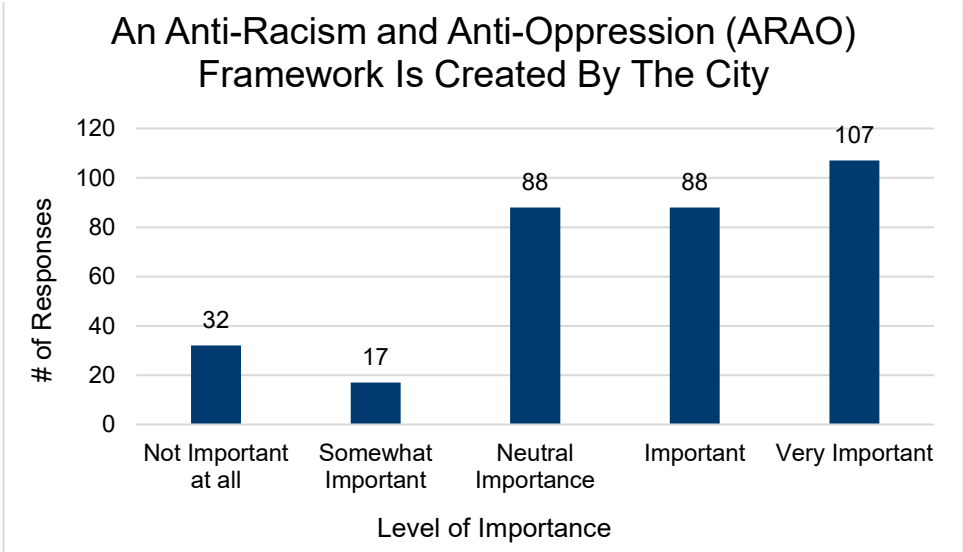
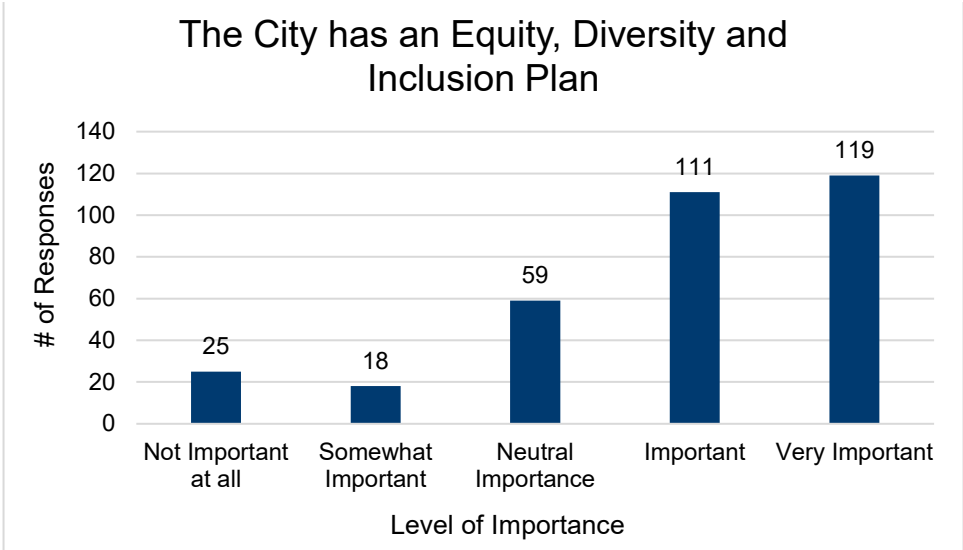


Anti-Racism Training and Resources Are Mandated for City Staff



Q12 Promote Diversity, Equity, and Inclusion

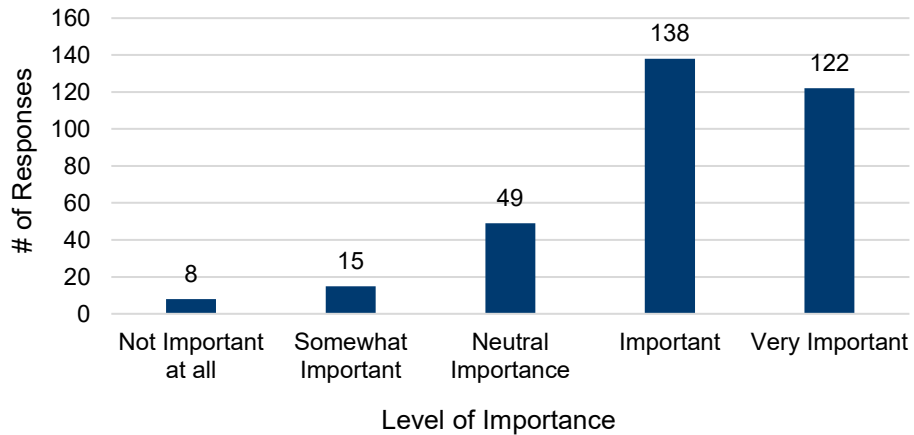
How important is it that...



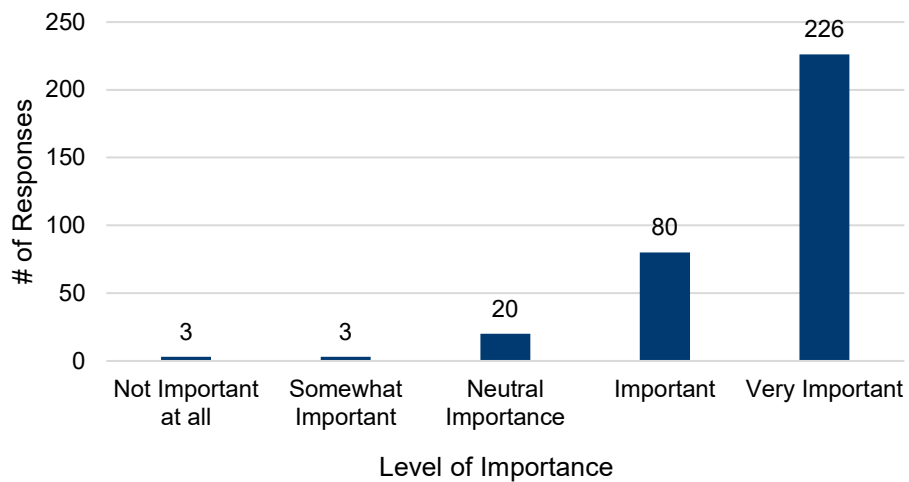
Q 13 Improve Individual Safety and Security

How important is it that...

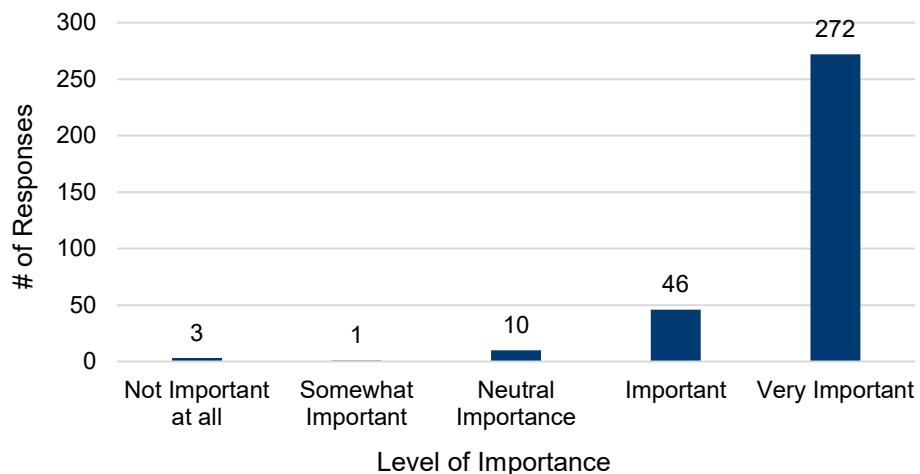
The City Provides Access To Public Training On Health And Safety (CPR, Naloxone).



You Feel Safe Driving In Your Community

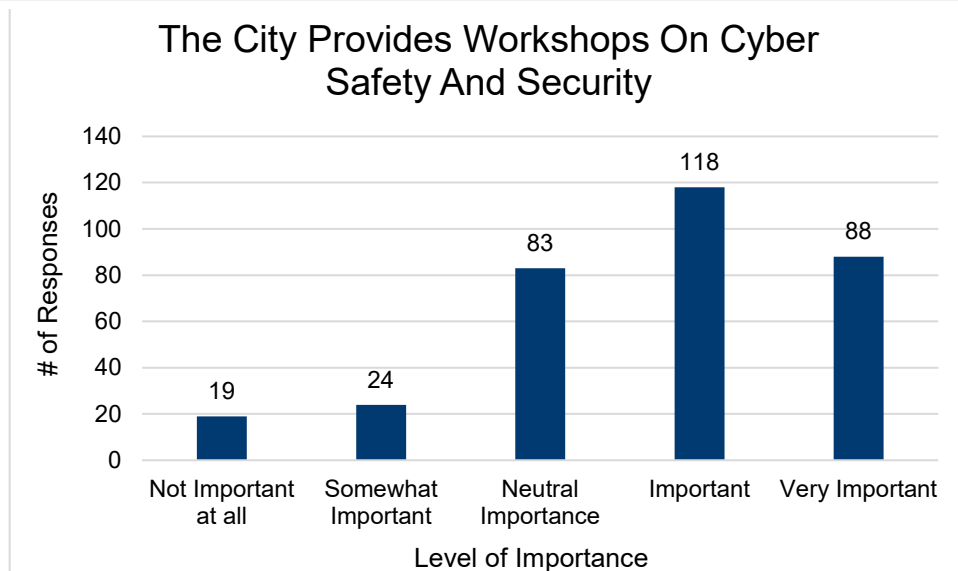
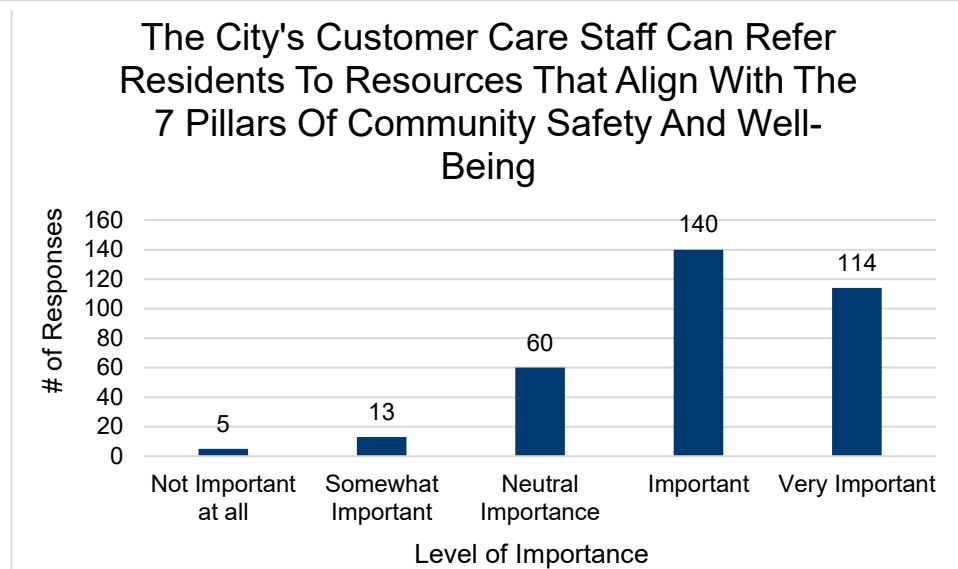
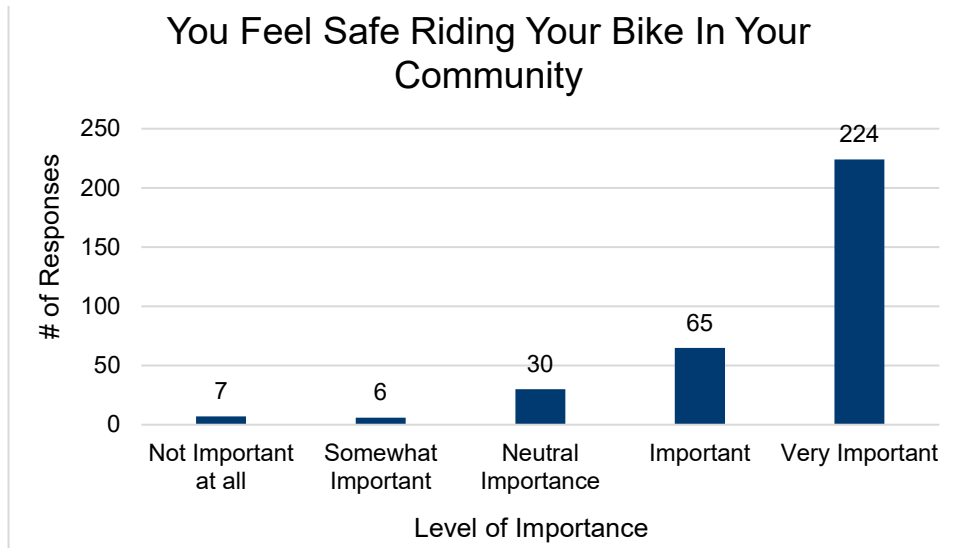


You Feel Safe Walking In Your Community

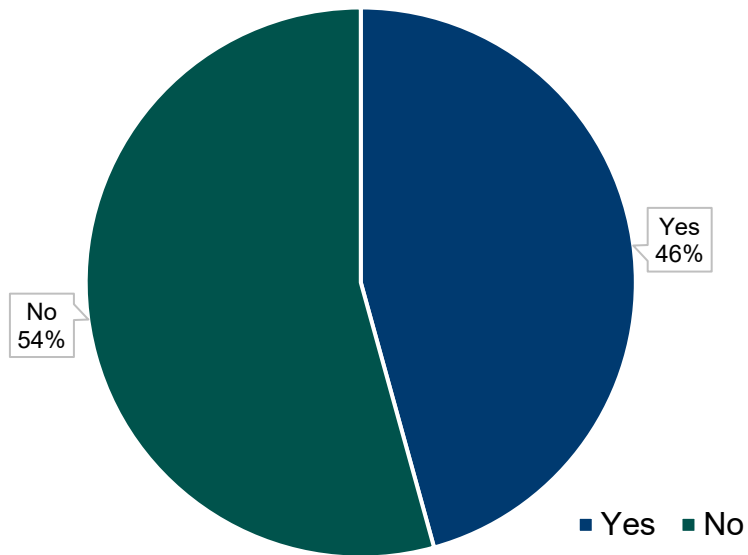


Q 13 Improve Individual Safety and Security

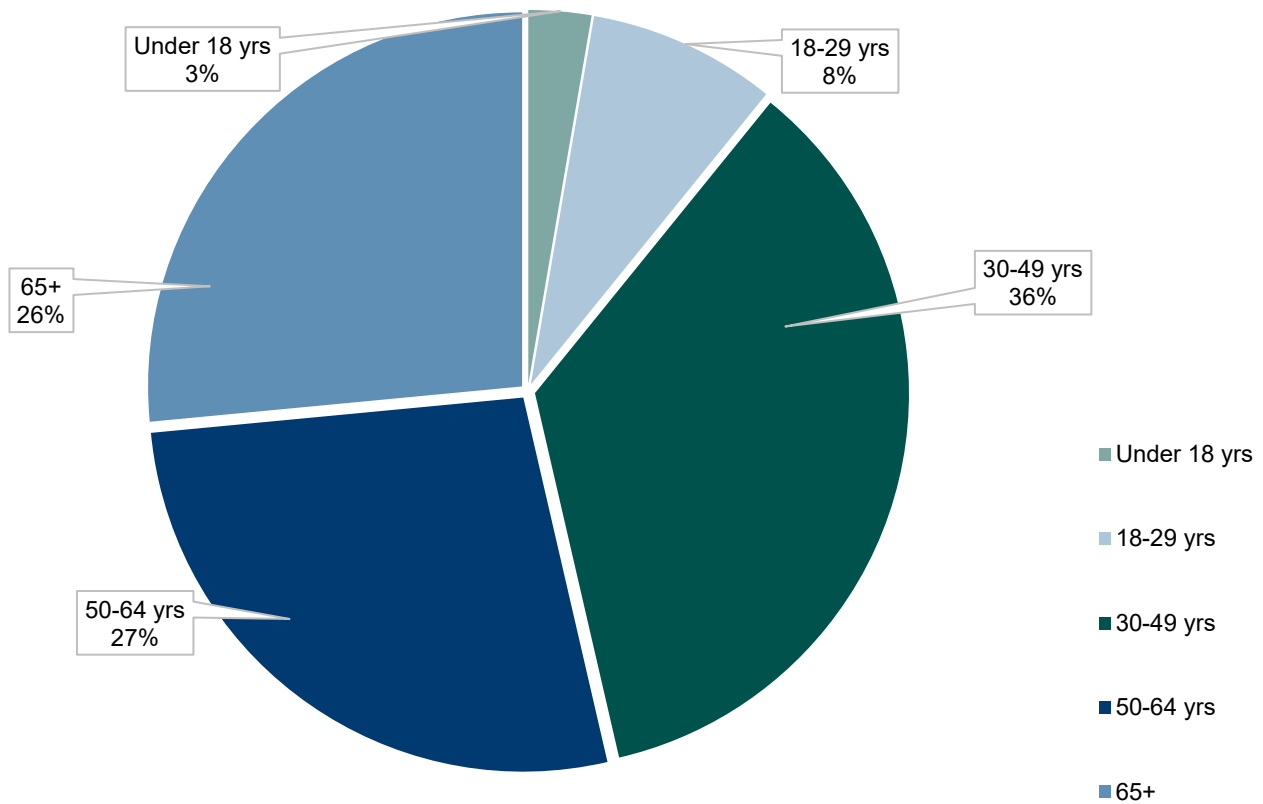
How important is it that...



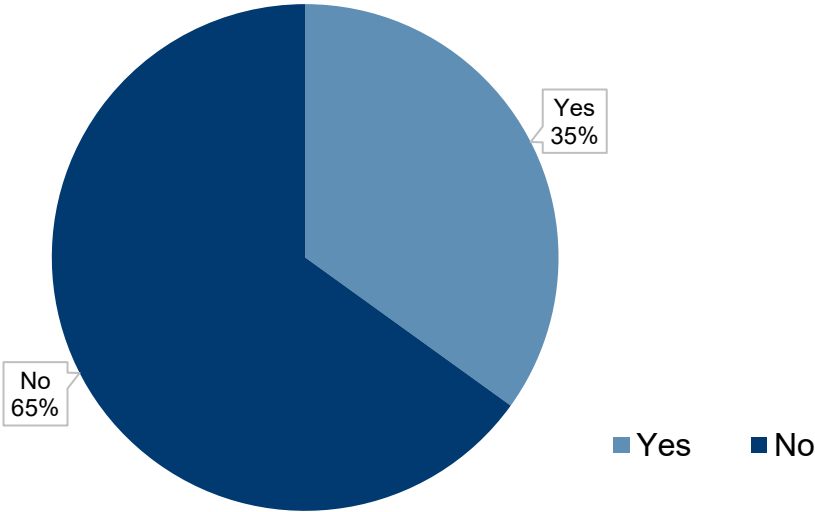
Q14 More than 50% of my income is spent on housing



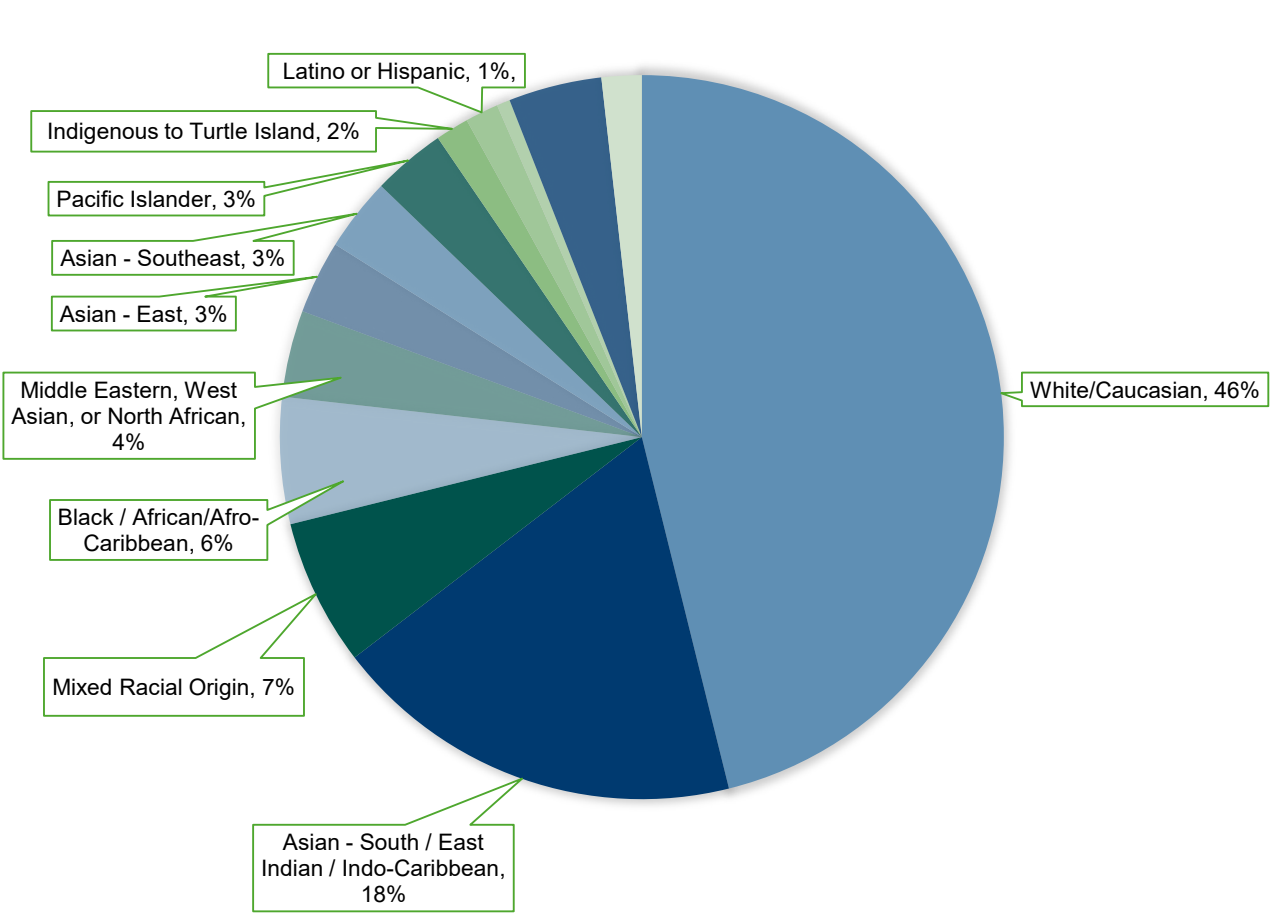
Q18 What age category do you fall within?



Q19 Do you have children under 18 yrs living at home?



Q20 Which of the following best describes your ethnic/racial background?



Appendix C: Community Safety & Well-Being Phase 2 Consultation Results

City Staff conducted three open houses and two drop-in information sessions throughout January 2024 to showcase the draft Community Safety & Well-Being Plan.

For the Open Houses, two delivery methods were used to determine feedback from residents. The pink sticky note was used for what residents love so far about each action item for the seven priorities – while the yellow sticky note was used to add any additional or missing feedback for the priorities’ action items.

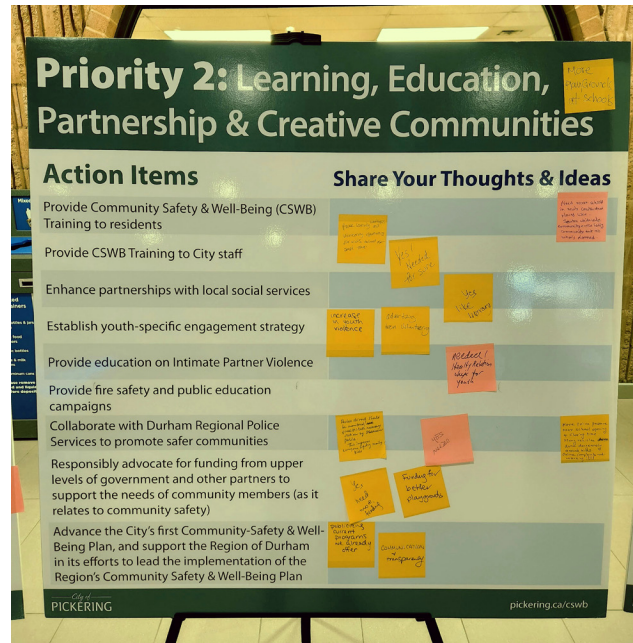
The following is a feedback summary of each action item under all seven priorities:

Priority 1: Community Vitality

- Increase the number of volunteer opportunities available, using a more straightforward application form online, and increasing promotion and awareness for volunteer opportunities.
- A desire for more senior events such as senior dinners, game nights, with light refreshments and snacks provided during senior programming.
- Residents are interested in helping those isolated from their community and are willing to contribute to data collection to inform services.
- Residents also believe there is a need for youth to be consulted in community programming to enhance a sense of belonging to the community and increase surveillance in neighbourhoods such as Neighbourhood Watch.

Priority 2: Learning, Education, Partnership and Creative Communities

- Having the City provide learning and workshops for city staff and residents while



also having partnerships with existing services such as the Pickering Public Library.

- Residents would like to see more collaboration with Durham Regional Police to create programs to monitor reckless driving and create safer environments for youth.
- A youth-specific engagement strategy is also mentioned to help decrease the amount of youth-based violence in the community.
- Residents would also like to see more education on intimate partner violence as it will show youth how to maintain healthy relationships and wellbeing.
- Residents also wrote about the need to promote the City’s current programs more.

Priority 3: Create Safe Neighbourhoods

- Residents love the idea of providing cleanup and gardening opportunities for the community.

- More community involvement and affordable options for youth to participate in programs after school are needed.
- They also want to increase surveillance in public spaces; however, they want to find methods that do not include security cameras. In contrast, there is also a want for speed cameras and dedicated left-turn lights on specific streets to promote visibility and safety at night.
- More bike lanes are needed in residential areas, as well as more public art.
- Transit concerns for community members included collaborating with Durham Transit to make more accessible bus routes and dial-a-bus for seniors.

Priority 4: Increase Physical Health and Mental Wellness

- Residents would like more affordable options for workshops/classes to engage isolated populations such as youth, young/new mothers, and seniors.
- Community members would like to see training on respectfully communicating with neurodiverse individuals to create safe and welcoming environments.
- Community members also expand on the need for food security programs, community garden programs, and community listening programs to enhance a sense of community amongst residents.
- In addition to exercising the new nuisance by-law, residents would like to see more promotion on what the by-law is about and who it affects.

Priority 5: Improve Living Standards

- There is a need for more promotion of the snow-clearing program; residents are willing to help their neighbours.
- Residents also want to help address and collaborate on a solution for decreasing homelessness in Pickering. They are willing to discuss methods of affordable housing or a fixed income, as well as increasing

taxes to enhance social services.

- There is a specific want and need for physicians and to eliminate the waitlist to find a family doctor.
- Signs of support were seen for the encampment strategy by the Durham Regional Police, in addition to prioritizing safety in the design of municipal infrastructure.

Priority 6: Support Basic Needs

- Residents want to contribute to providing more hygiene products and shower access – including using the Bay Ridges Kinsmen Park facility to implement a shower and bathroom system.
- There is support for more partnerships with DARS and increasing the number of warming centres in the City.
- Lastly, the City wants to create partnerships with existing services to support residents experiencing food insecurity.

Priority 7: Promote EDI (Equity, Diversity, Inclusion), Accessibility, and Reconciliation

- Residents showed strong alignment in prioritizing EDI, Accessibility & Reconciliation to enhance feelings of safety in the community. .
- Residents would like to see more promotion of diversity that will reflect the current community of Pickering through events and images.
- There is also a desire for more human-centred design opportunities through programming and engagement.
- There is perceived support for community engagement and a willingness for active involvement, particularly when the City is planning programming, events, and community safety initiatives.



Artwork provided by Pickering Resident and Artist, Daniel Davis

"Through my passion of photography, I deliver compelling and comprehensive collections of imagery geared to those seeking visual storytelling as part of their creative projects."

