

Community Safety and Well-Being

2022
Annual Report

— City of —
PICKERING

community vitality

learning, education, and creative communities

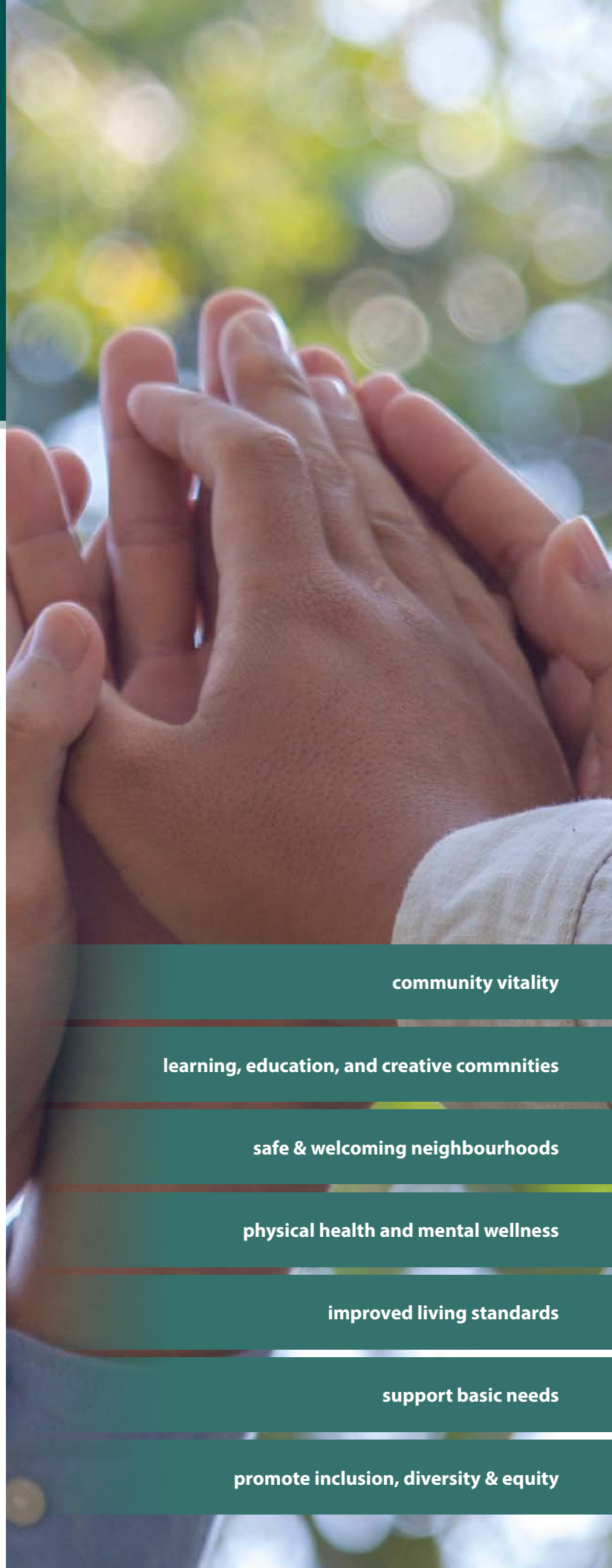
safe & welcoming neighbourhoods

physical health and mental wellness

improved living standards

support basic needs

promote inclusion, diversity & equity



Acknowledging that 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.

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1. Introduction / Purpose:

Each year, the city organizes, plans, and implements programs and services that support community safety and well-being. In 2021, Durham Region Council approved Durham Region's Community Safety & Well-Being Plan. The plan will serve as an umbrella document creating the opportunity to align existing relationships, plans, and strategies at the regional, municipal, and community level to make the best use of resources, avoid duplication, learn best practices, and facilitate effective cross-sectoral collaboration.

The province describes community safety and well-being as a place where everyone feels safe, has a sense of belonging, and where individuals and families can meet their needs for education, health care, food, housing, income, as well as social and cultural expression.

The City of Pickering continues to participate in the steering committee for the Durham Region Plan and is involved in various regional sub-committees to support the Region of Durham's Priority Risk Factors.

This Annual Report gives us the opportunity to provide transparency on current programs and ongoing initiatives, while engaging and strategizing for a customized municipal plan to best support our residents. Highlighted within this report are past accomplishments, key areas for growth and opportunities to drive continuous improvement.

2. Supporting Basic Needs

The City of Pickering provided an Emergency Overnight Warming Centre in Pickering during extreme cold weather alerts during the winter season. This program was piloted in 2021 at East Shore Community Centre (ESCC). The Overnight Warming Centres are managed by The Region of Durham, where they deploy the appropriate community partners to assist in supervising and facilitating the overnight warming centre. Previously, this service is supported by Christian Faith Outreach Centre (CFOC) for the purposes of safe overnight refuge for the homeless. In the winter of 2022/2023, the city provided safe overnight refuge on 13 different dates, assisting 23 individuals from extreme cold weather.



The City of Pickering provided designated public facilities when an extreme heat warning was issued. During the opening hours of the facilities, residents can seek shelter to ensure public safety and well-being. Facilities have included the Pickering Public Library, Chestnut Hill Development Recreation Complex, and East Shore Community Centre.

In 2022, the City of Pickering, in partnership with the Region of Durham Street Team and DARS (Dedicated Advocacy Resource Support) provided shower facilities in Pickering for those that are experiencing homelessness. Shower facilities were made available at the Chestnut Hill Developments Recreation Complex (CHDRC) in the arena dressing rooms of the O'Brien Rink. Staff from DARS provided towel and hygiene packages and oversaw the use of the facilities. They also assisted with providing additional information on services and resources available in the community to the patrons. From December 2022 until present, this shower service has been offered weekly, serving over 50 housing insecure residents.



DARS, Dedicated Advocacy Resource Support, is a community outreach organization that provides meal services, clothing and non-perishable foods, and partners with community organizations to enhance access to services. In 2022, DARS provided over 100 meals to housing insecure residents in Pickering.

Launched in 2022, an Ontario Works Outreach Worker was made available every Wednesday at the Central Library to assist residents, with no appointment necessary. The Outreach Worker connected residents to a variety of social services, supports, and resources, including financial resources, housing, food security, counselling, children's services referrals, and assistance to replace government issued ID. The Outreach Worker contacted community agencies on an individual's behalf and aided with online government application forms. From May to December in 2022, the Ontario Works Outreach worker served 62 residents. To date in 2023, 175 residents have been assisted through this low-barrier program.

Pickering Public Library offered access to free Wi-Fi Hotspots for Pickering residents. This service supported low-barrier access to the internet, enabling residents to access information pertinent to education, health care, food, housing, and income. The hotspots circulated 118 times in 2022. Due to waitlists and high demand, 8 hotspots have been added into circulation for 2023.

The City of Pickering engaged with local organizations and departments as housing insecurity surged during 2022. The city began facilitating wellness checks for the housing insecure community. Dedicated Advocacy Resource Support (DARS), Durham Region's Mental Health Outreach Program (MHOP) and Primary Care Outreach Program (PCOP), Christian Faith Outreach Centre (CFOC), Toronto and Region Conservation Authority (TRCA), City of Pickering Municipal Law Enforcement Officer (MLEO) and Parks Department. There was an estimated number of 20 housing insecure individuals at that time.

3. Housing Strategy

Pickering Council adopted the Pickering Housing Strategy & Action Plan 2021-2031 on January 4, 2022. The purpose of this Plan is to:

- Establish the City's role and priorities with facilitating opportunities for developing housing, affordable housing, and age-friendly housing in Pickering over the next 10 years (2021-2031);
- Assist Council with decision making;
- Provide a framework for staff in implementing its responsibilities, including those that relate to the coordination of actions with other agencies, organizations and governments;
- Assist in guiding residential growth within the City;
- Aid in the education and creation of public awareness of what the City is doing on this issue; and
- Provide a mechanism to monitor progress as the City works to implement its plan.

In June of 2022, the below 3 projects were proposed:

- A 12-storey, 227-unit rental apartment building at 1475 Whites Road. The building has a mix of unit sizes from one bedroom to three bedrooms.
- To develop 41 residential rental units within low rise apartments and townhouses at 1066 Dunbarton Road. The application is proposing to retain a portion of the existing place of worship on the property. The application has indicated that 30% of the units would be offered at 80% of the median market rent. There will be a mix of unit sizes from one bedroom to three bedrooms.
- To develop three condominium buildings with a total of 1,756 units at the north-west corner of Liverpool Road and Highway 401. The owners have partnered with Habitat for Humanity. 27 units will be sold by Habitat for Humanity to qualified, lower income families.

Within the Housing Strategy, Figure 24 provides the available community housing units versus the number of waitlist applicants. This figure highlights the increase in Durham Access to Social Housing (DASH) applicants leading up to 2022.

Source: Durham Region 2023; Durham Access To Social Housing Website.

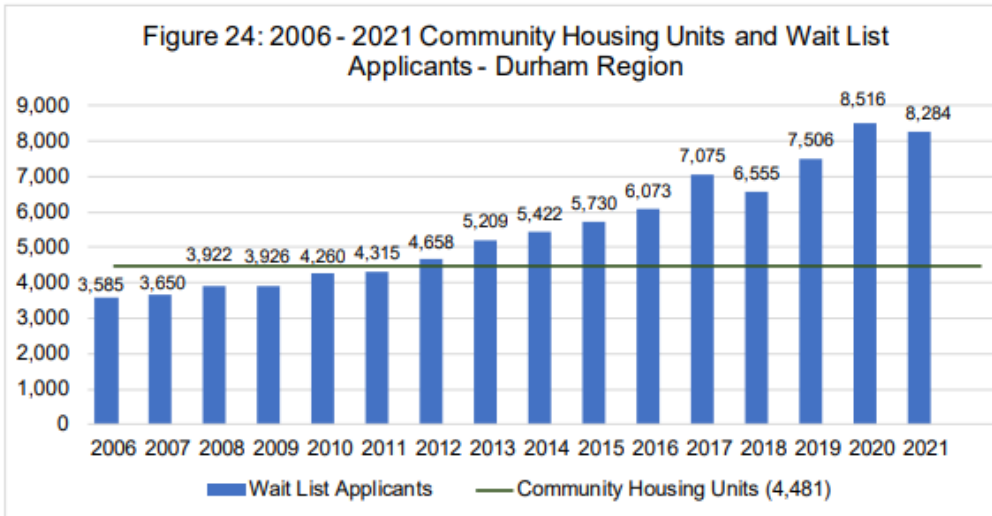
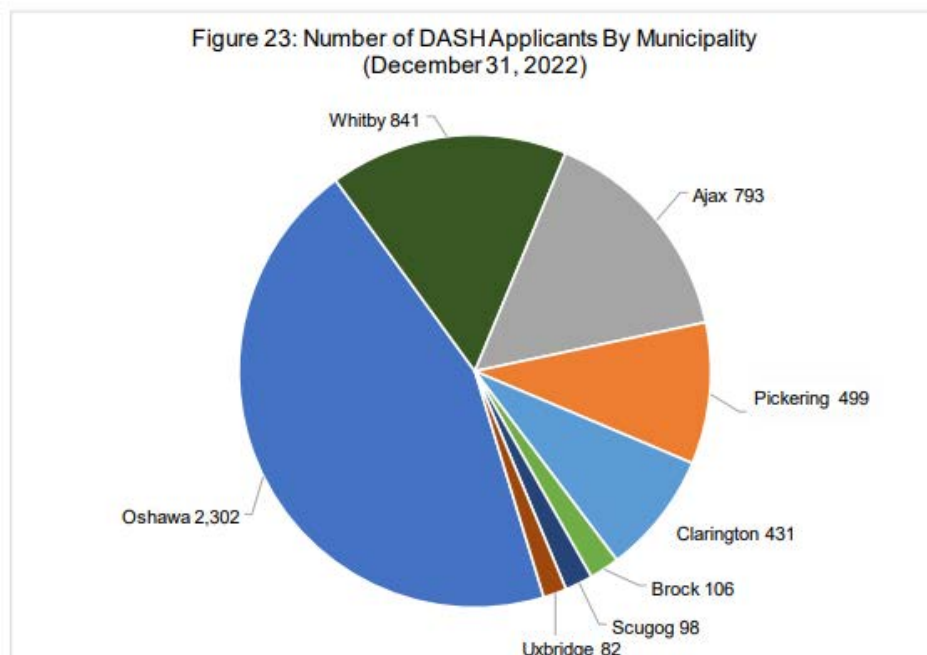


Figure 23 indicates the number of Durham Access to Social Housing (DASH) applicants by the end of 2022, by municipality.



Source: Durham Region 2023; Durham Access To Social Housing Website.

4. Fire Services

In 2022, Pickering Fire Services provided various programs, seminars, training, and campaigns to the Pickering community.

Pickering Fire Services provided multiple educational programs for grade school students. For grade one students, a program called **Adopt a School** presented a comprehensive, age-appropriate, fire safety curriculum. For grade three students, a program titled, Learn Not to Burn was provided, enhancing fire safety education reflecting fires in Pickering.

For youth, The **Arson Prevention Program** for Children (TAPP-C) is an assessment and intervention program that aimed to reduce youth fire-setting within Pickering. This program integrated education and psychological counselling.

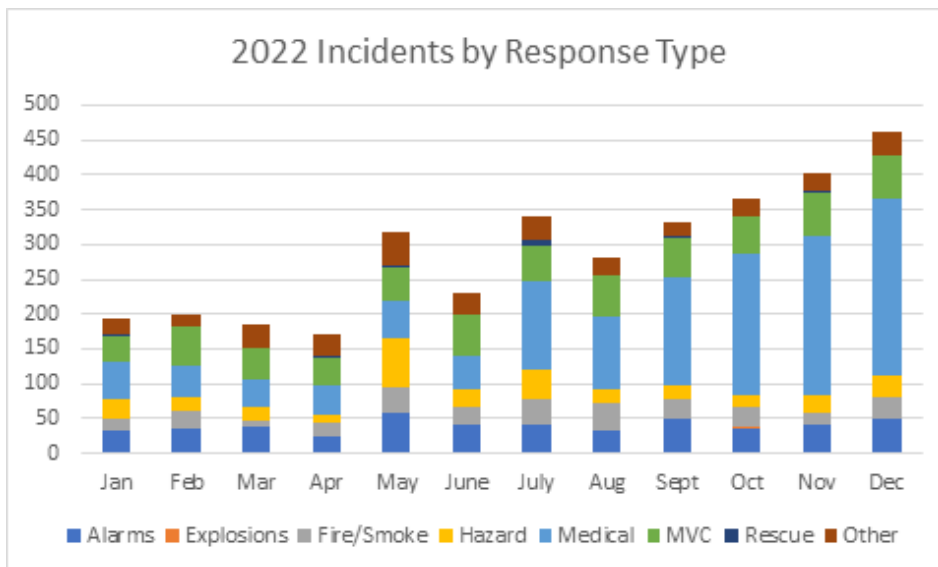
Older & Wiser was provided as a fire safety program aimed at older adults. This was delivered by Pickering Fire with the assistance of community groups, home support workers, friends, and families of older adults.

Get Real Pickering was facilitated in 2022 as a proactive fire education campaign that continues to run in the spring and fall each year. The goal was to educate residents on the probability of fires happening, the most common causes of home fires and a call to action so residents could protect their family from fire.

The fire department’s **After the Heat** program was facilitated where a fire had occurred within the neighborhood. The goal of the program was to educate residents on that fire, the probability of fires happening, and the most common causes of home fires.

In 2022, Pickering Fire Services responded to 3478 calls. Below are the incidents by response type. In Figure 1.1, medical incidents were increasing by the month. This trend has continued.

Figure 1.1 Monthly Incident Tracking



Pickering Fire Services conducted various campaigns on fire awareness and education. These campaigns included: Emergency Preparedness Week, Fire Prevention Week, Carbon Monoxide Awareness Week, and 12 Days of Holiday Safety.

In 2022, Fire Services conducted fire extinguisher training, fire safety in the workplace, home alone awareness, babysitting safety training, station tours, and fire truck visits in the community.

Pickering Fire Services and Ontario Power Generation participated in annual training and drills to be prepared for emergencies at the Pickering Nuclear Generating Station.

5. Snow Clearing

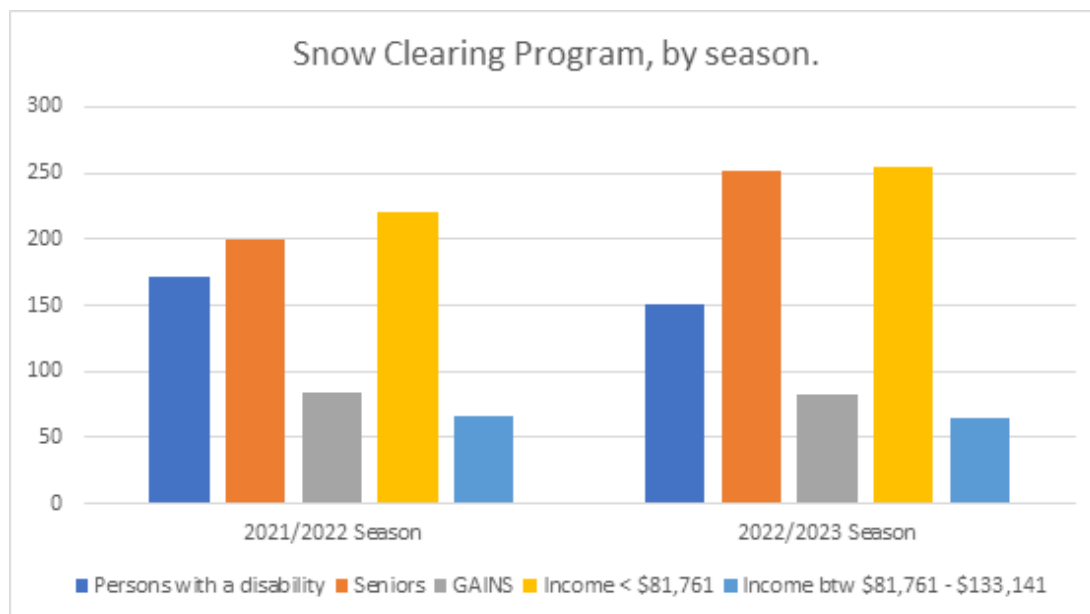
The City of Pickering offered senior citizens and people with a permanent physical or cognitive disability a snow clearing service to assist them with their sidewalk snow clearing responsibilities, and access to their home.

In order to qualify, you must meet the following criteria:

- You are over the age of 65, or if under 65 years, have proof of permanent physical or cognitive disability.
- You live within the urban area of Pickering (south of Taunton Road), or within the hamlets of Brougham, Clarendon, Greenwood & Whitevale.
- There is no one under the age of 65 residing in your home (with the exception of a person with a permanent physical or cognitive disability).

In winter 2021/2022, Snow Clearing services were distributed to 371 households. 46% qualified as persons with a disability, 53.9% qualified as seniors, and 22.6% qualified under GAINS (Guaranteed Annual Income Systems) for the free program. 59.5% qualified with income less than \$81,761, and 17.8% qualified with annual income between \$81,761 and \$133,141.

2021/2022 Applicants



In winter 2022/2023, Snow Clearing services were distributed to 402 households. 37.6% qualified as persons with a disability, 62.4% qualified as seniors, 20.6% qualified under GAINS for the free program. 63.4% qualified with income less than \$81,761, and 15.9% qualified with annual income between \$81,761 and \$133,141.

6. Road Safety

In 2022, Pickering had a total of 7 radar speed boards. One of these was permanently fixed, whereas the other 6 were rotational based on speeding trends and community concerns. There were 3 speed cameras that rotated throughout Community Safety Zones and were in their location for 6 weeks at a time. Pickering had a total of 15 Community Safety Zones under the City's jurisdiction. There were additional speed camera programs, running through the Region, on regional roadways.

The City participated in the Road Watch program, which is facilitated through the support of volunteers and Durham Regional Police Services. The Road Watch Program sent, on average, 400 to 500 letters to drivers that were reported by area residents for unsafe driving.

The City encouraged participation in a Slow Down Campaign, which allowed residents to post a free 'Slow Down' lawn sign on their property, provided by City Hall. The program, which started in 2018, has been a success with many residents picking up signs for themselves, and their neighbors. It is estimated that upwards of 500 signs have been administered. .

In 2022, The Region of Durham administered the Lead Pedestrian Signal at Glenanna and Esplanade South intersection. This intersection allows pedestrians adequate time to start their walk before vehicles proceed.

7. Security Cameras

In 2022, 262 cameras were in working order within the City of Pickering. New security upgrades and camera installations occurred during the year. To promote community safety and wellness, the city decided to install and upgrade new cameras in the following areas:

- Crosswalk Camera for North Esplanade
- ESCC 8 Exterior Cameras were upgraded.
- Pickering City Hall, 33 cameras were upgraded.
- Beach Point Promenade, new camera for washroom building.
- Liverpool Road South, new camera for the municipal parking lot
- Pickering Museum Village, new camera for conservation building

8. Sustainable Pickering

Enhancing Parks and Boulevards

As part of the City's annual tree planting program, over 400 trees were planted across City boulevards and parks including: Creekside, Denmar, Beechlawn, Village East, Glendale, Forestbrook, Shadybrook and J. McPherson Park. These efforts were completed to help increase tree canopy and shade opportunities around play-units and walkways.



Take Pride in Pickering

As part of Take Pride in Pickering Day, the City hosted a native plant giveaway in the spring and distributed 300 Nannyberry shrubs for residents to plant in their own backyard. The species provides a useful early nectar and pollen resource in the spring for early emerging pollinators. In the fall Take Pride in Pickering event, the City hosted a community tree planting event. Over 100 volunteers planted 500 trees and shrubs in Duffin Heights. Take Pride in Pickering initiatives were a partnership with Environmental Stewardship Pickering (a partnership with the City, Ontario Power Generation, and Toronto and Region Conservation Authority).

Pickering City Centre Farmers' Market

The City hosted another successful year at the Farmers' Market to help residents connect with local farmers, bakers, artisans, and small businesses. Residents also enjoyed themed events, such as 55+ Day, Environment Day, Pickering Blooms Day and more. The in-person market ran for 17 weeks, with approximately 2,600 visitors, supporting upwards of 25 vendors. Thanks to community support, the market won Diamond Winner - #1 Farm Market for Pickering/Ajax Durham Region Readers' Choice Awards

Community Litter Cleanups

The City regularly supports Pickering community groups, individuals, schools, businesses, and places of worship, who wish to help keep the community clean. Volunteers are involved with litter clean up initiatives through Pickering's 20-Minute Makeover, Pitch-in Parties, Plastics and Litter Challenge, and the Provincial Day of Action on Litter. This year, 40 community cleanups took place throughout the City. The City supported their efforts by providing bags, gloves, and pick-up of the collected materials.

Valley Plentiful Community Garden

Valley Plentiful Community Garden (VPCG) is a well-loved space, and the City of Pickering has supported its operation for many years. Community gardens strengthen local food security, promote healthy food, create a welcoming space for residents to come together and learn, and often help others through donations to the local food bank. VPCG donated 747 kg (1,647 lbs.) of fresh fruits and vegetables to the local food bank in 2022. To help establish a foundation to support new community gardens in the future, Pickering Council adopted a Community Garden Policy in December 2022.

Elaine Knox

Community Safety & Well-Being Advisor
Community Services, City of Pickering
905.420.4660 ext. 1137
eknox@pickering.ca