



Pickering Community Safety and Well-Being Plan

2024-2029

Draft

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Elaine Knox
Community Safety & Well-Being Advisor
City of Pickering

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Land Acknowledgment

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.

Introduction

Pickering's Community Safety and 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 need, identified by municipal staff, stakeholders, and residents, that currently exist and is adaptable to address new concerns as they arise.

Why develop a Community Safety and Well-Being Plan?

The Community Safety and Well-Being Plan is a legislated requirement of 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 and Well-Being Plan (CSWB Plan) came into enactment in the current *Police Services Act*, R.S.O. 1990, c. p15. Following an extension due to COVID-19, all municipalities (except lower tier) were to create, and by resolution, adopt a CSWB Plan by July 1, 2021. The Region of Durham Community Safety and Well-Being Plan was approved by Regional Council in 2021. As a lower-tier municipality, the City of Pickering met the legislated mandate as a participant of 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.

On February 25, 2019, Community Services staff were directed by Council to begin work on development of a CSWB Plan, as per Resolution #43/19. The City's plan will identify strategies

to support and help implement the Region's CSWB and other locally identified issues. In November 2021, the Region of Durham Council endorsed the Durham Region CSWB Plan.

Durham Region's Community Safety and Well-Being Plan

Durham Region's Community Safety and Well-Being 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 and Well-Being.

Examples of Risk Factors in Durham Region:

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

The Durham Region Community Safety and Well-Being 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, specifically anti-Black and anti-Indigenous racism. This work will focus on identifying barriers and other anti-racist practices.

City of Pickering and the Regional Plan: Where do we fit?

The City of Pickering is a lower tier municipality. Each level of government is responsible for providing specific services and can raise money through taxes and/or fees for services. The responsibilities of Municipal governments are set out in the Municipal Act, 2001.

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

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

The City of Pickering is one of eight, lower-tier municipalities in Durham Region. A regional government is a federation of the local, lower tier municipalities within its boundaries. Regions are referred to as "upper tier" municipalities and provide services such as: arterial roads; transit; policing; sewer and water systems; waste disposal; region-wide land use planning and development; as well as health and social services.

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
- Transit
- Police services
- Regional road maintenance
- Public works including water and waste management

City of Pickering and the Regional Plan - first steps towards positive collaborations

The City of Pickering played a key role as a primary partner in the development of the 2021 Durham Region Community Safety and Well-Being Plan. We continue to support the regional plan in the following ways:

1. Since the creation of the Durham Region Community Safety and Well-Being Plan, the City of Pickering has reported on City of Pickering Community Safety and Well-Being initiatives and provided data and annual reports to the Region.
2. The City of Pickering participated 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 Community Safety and Well-Being Steering Committee.
3. In 2023, the City of Pickering formed the City of Pickering Community Safety and Well-Being Internal Work Team. This is comprised of staff from several City departments including, bylaw, corporate communications, customer care, fire services, library services, parks, and community services.
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 Community Safety and Well-Being Advisor. This position leads the implementation of Pickering's Community Safety and Well-Being 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

Recreation and Parks Master Plan (2017)

- The City of Pickering Recreation and Parks Master Plan highlights the importance of a strong recreation and parks system, essential to the Well-Being of each resident living in the community. Parks and programs 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. Our vision for parks – We are active, cohesive, sustainable, and enjoy pride in Pickering through our participation in recreation, parks, and special events. The document contains 77 recommended

actions. Many of the recommendations are part of the Community Safety and Well-Being Plan, focusing on greater participation, access and inclusion, physical activity, and community capacity. The Recreation and Parks Master Plan is being updated and will be presented to Council in Q2 of 2024.

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 8 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 includes 76 recommended actions that directly relate to the priorities of Pickering's Community Safety and Well-Being 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 City Center accessibility, accessibility partnerships and collaboration, service and support animals, website accessibility, 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 Community Safety & Well-Being Plan.

Pickering Cultural Strategic Plan (2014)

- The Cultural Strategic Plan highlights the responsibility for Pickering to establish a vision for the place of arts, culture, and heritage with strategic directions for policy, investment, and City programs. Cultural planning 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 6 Strategic Directions, this Plan focuses on instilling diversity, equity, and inclusion in our daily practices. This is essential work to support the Community Safety & Well-Being Plan. The 6 Strategic Directions include: 1: Broaden and Deepen City Leadership and Investment, 2: Build a Strong and Collaborative Cultural Sector, 3: Strengthen Culture-led Economic Development, 4: Conserve and Promote History and Heritage, 5: Celebrate and Support Diversity and Inclusion, 6: Cultivate Opportunities for the Creation, Education, and Enjoyment of the Arts.

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

- The Housing Strategy and Action Plan establishes 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); assists in guiding residential growth within the City; aids in the education and creation of general public awareness of what the City is doing on this issue; and provide a mechanism to monitor progress as the City works to implement the action items identified in Housing Action Plan.

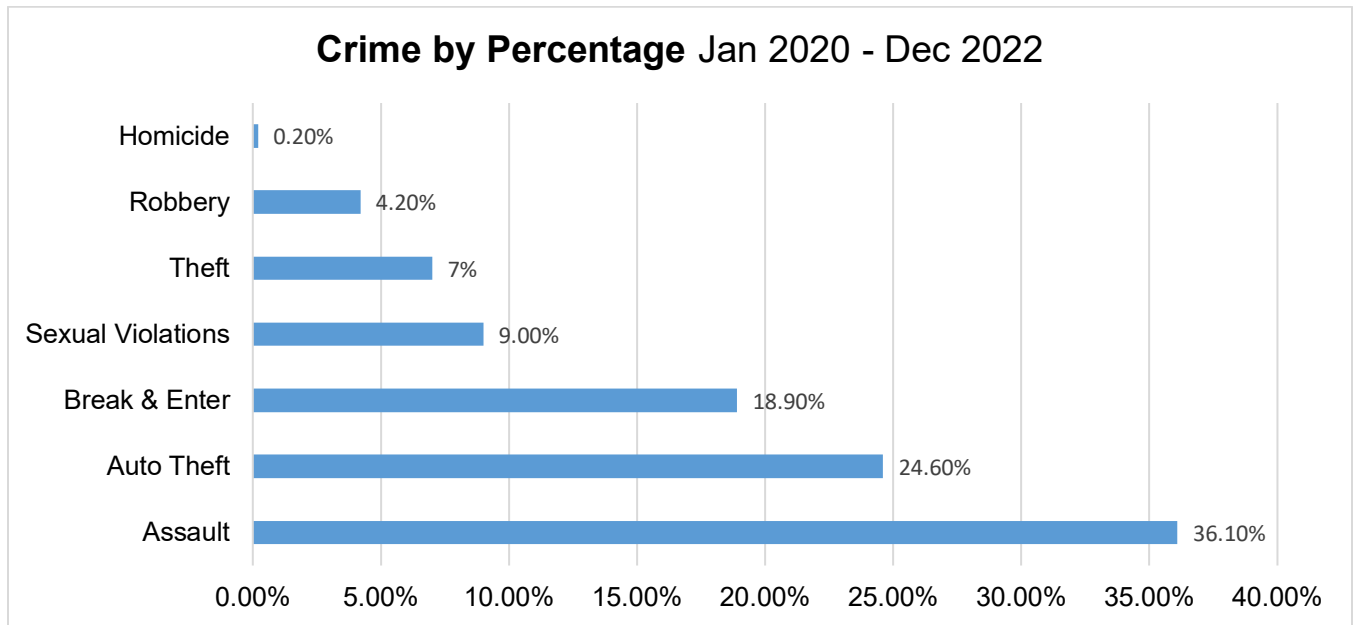
Integrated Transportation Master Plan (2021)

- The 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 Community Safety & Well-Being, 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:

- Corporate Strategic Plan (2023)
- Equity, Diversity, & Inclusion Strategy (2023)
- Community Climate Adaptation Plan (2024)
- Fire Safety Plan (2024)
- Library Strategic Plan (2024)
- Recreation & Parks Master Plan and Arena Strategy (2024)

Pickering Profile



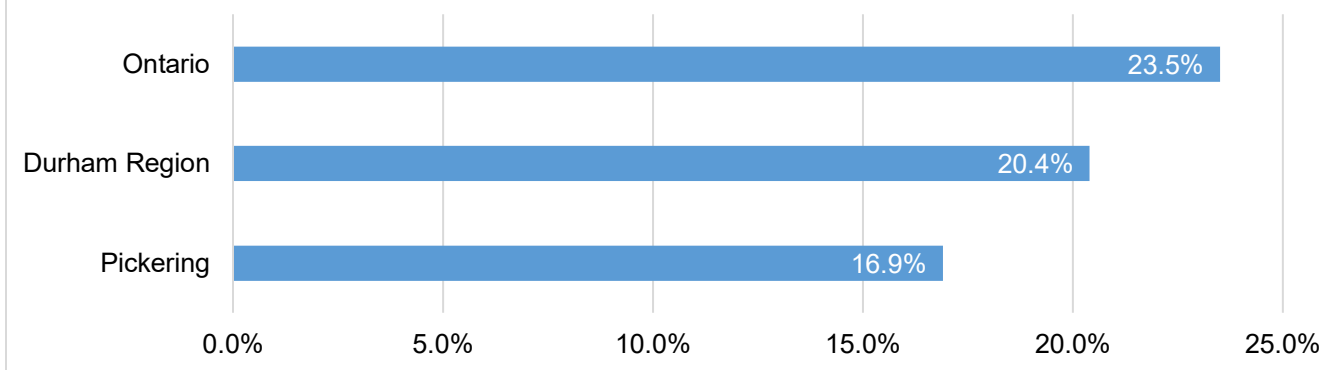
Many data points and statistics can be used to examine Community Safety & Well-Being in a community. While not exhaustive, the following information begins to tell the story about CSWB in Pickering. According to the Durham Regional Police Service Crime Map, there were 452 cases of crime in 2020, 559 cases of crime in 2021, 738 cases of crime in 2022.

Of the 1,749 cases of crime from January 2020 to December 2022 the following distribution occurred:

- 631 assaults
- 431 auto theft
- 331 break and enter
- 157 sexual violations
- 122 theft
- 74 robbery
- 3 homicide

(Durham Regional Police Service, 2023)

Seniors Living Alone, 2016

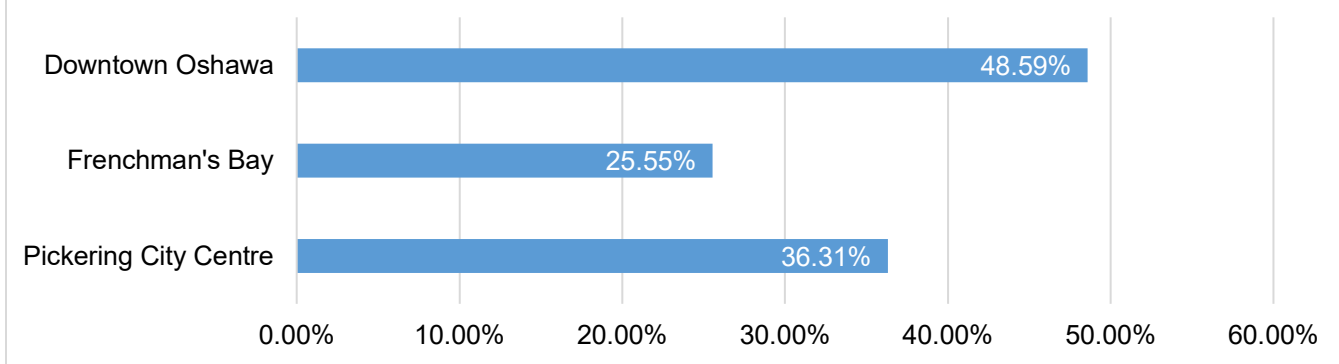


Based on 2016 census data, Pickering has a lower-than-average rate of seniors living in isolation.

16.9% of seniors live alone in Pickering (2016), whereas Durham Region has an average of 20.4%, and Ontario has an average of 23.5%. Many seniors living alone are located in Pickering city centre (Durham Region, 2023).

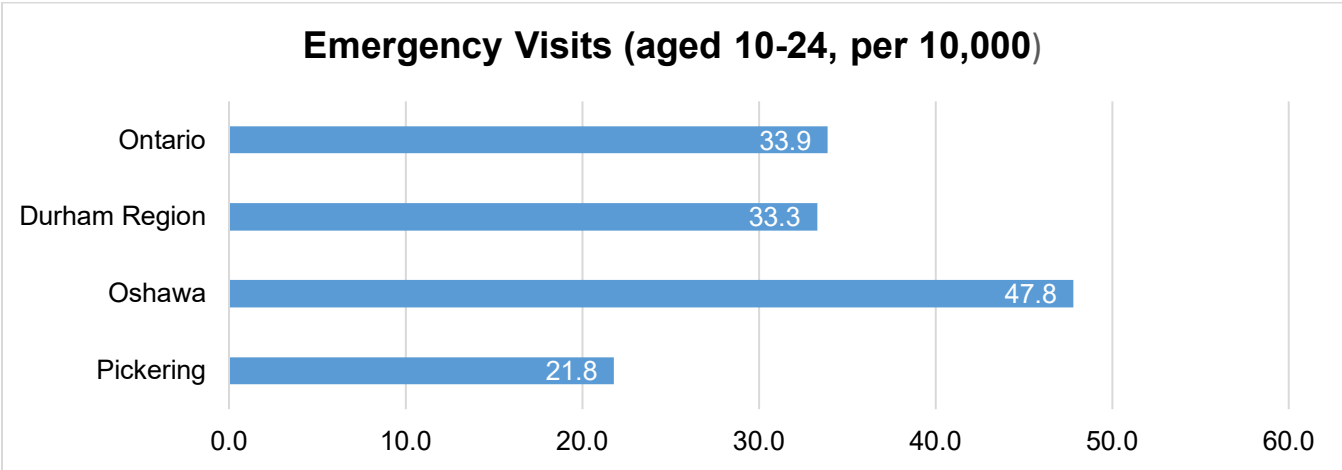
Based on 2016 census data, Pickering overall has a lower-than-average number of residents (25.3%) against the Ontario average of 27.7% who spend more than 30% of their income on shelter. Pickering reported the highest number of residents spending more than 30% of their income on shelter costs in Pickering City Centre, with 35.8% of residents in this category (2016). This was the highest in Durham Region (Durham Region, 2023).

Residents spending 30%+ Income on Housing



In 2021, with data from the LHINs, Pickering still reports a high number, with Pickering City Centre at 36.31%, of residents spending more than 30% of their income on shelter. The Frenchman's Bay neighbourhood was reported at 25.55% (2021). This compares with Downtown Oshawa at the highest in Durham region with 48.59% of the residents spending more than 30% of income on shelter (Central East Local Health Integration Network, 2021).

Based on data from 2014 to 2018 and based on the number of emergency department visits for those aged 10 to 24, per 10,000, showed that Pickering had the second lowest per-capita rate in Durham Region at 21.8 per 10,000.



Oshawa had the highest rate at 47.8 per 10,000. The Durham Region average was 33.3 and Ontario is 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).

According to the Local Health Integration Network (LHIN), Pickering City Centre had 0.55 per 1,000 visits to the emergency department due to Opioid abuse. 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).

Community Consultation

As per council direction #59/23, the City of Pickering has formed a Community Safety and Well-Being Advisory Committee. The Community Safety and 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 Community Safety and Well-Being (CSWB) Plan. The CSWBAC will also assist City staff with the development, consultation, and implementation of the City of Pickering CSWB Plan.

In 2021, the City of Pickering through the Pickering Anti-Black Racism Taskforce, conducted a survey to understand perceptions of racism and individual experiences of racism to inform an Action Plan for the City. The survey resulted in 225 responses.

- Sixty-four percent of respondents expressed a lack of diversity in advocacy and leadership
- Sixty-two percent expressed Pickering has inadequate culturally relevant programming
- Twenty-three percent felt there was an assumption of criminality while in public
- Forty-one percent said there were experiences of racism in obtaining/retaining housing

The outcome of the survey requested that the city diversify and promote inclusive leadership, address systemic bias, and encourage community dialogue on Anti-Black Racism.

In 2023, the City of Pickering sought community feedback on diversity, equity, and inclusion to help shape an Equity, Diversity, and Inclusion Strategy. Once finalized, it will work in tandem with the Community Safety & Well-Being Plan.

In 2023, the City of Pickering sought community feedback to better understand community health, safety, and well-being priorities to shape the development of this plan.

Phase 1: Community Consultation Survey

For the month of July and early August, community engagement and outreach were provided on 14 different dates to various community locations: Recreation & Community Centres, Pickering Public Library, Community Listening Session, Canada Day, DARS Gifts from the Heart 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 and 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 90-94.9% of respondents felt the following initiatives were very important for community safety and well-being:
 - Local access to health services
 - Access to nutritious foods
 - Safe playgrounds
 - Feeling safe driving in the community

Appendix C provides a more detailed summary of survey results.

Phase 2: Focused Community Consultation

Phase 2 of the Community Consultation will allow residents the opportunity to review this draft plan and provide additional feedback in advance of the plan being finalized. Between Q4 of 2023 into Q1 of 2024, community engagement will be provided via Open Houses, Stakeholder Engagement and Advisory Committee & Task Force Engagement Sessions.

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

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

Terms of Reference:

The Community Safety and 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 Community Safety and Well-Being (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 Task Force that will work in co-ordination with Durham Region to look at how best to address the needs of the homeless population to include services for mental health, substance abuse and the creation of transitional/supportive housing in Pickering.

Responsibilities

Pickering City Council

- One City Councillor will sit on the Community Safety and Well-Being Advisory Committee;
- Approve annual funding in support of Community Safety and Well-Being actions in the Capital and Current budget; and

- Act as an advocate for community safety and Well-Being in the City of Pickering.

CSWB Advisory Committee

- Discuss and advise on initiatives that will help achieve the objectives of Pickering’s Community Safety and Well-Being 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 community safety and Well-Being initiatives; and
- Provide consultation on initiatives led by the City of Pickering Internal Working Group.

CSWB Internal Working Group

- Lead staff teams that implement current and future 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 and Well-Being Priorities:

In the development of this plan, seven Priority Areas have been identified. Each priority 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:

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, Art Fest, Cultural Fusion, Winter Nights)

- Community Grant and Environmental Schools Grant programs
- Pickering's Volunteer Program (Advisory Committees, PAC4Teens, Teen Advisory Group, Children's Program Assistant)
- 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:

Learning, education, and creative communities; create opportunities for residents to learn about community safety and 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
- PABRT 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:

- Pickering Blooms
- Interpretive signs throughout various parks about for example, forest bathing, pollinator-friendly plants, trees, natural spaces, etc.
- Pickering's rainbow pedestrian crosswalk at North Esplanade, celebrating LGBTQ2S 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:

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 Hills 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 in Pickering; 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 Dar's Gift from the Heart
- Overnight Warming & Cooling Centres in Pickering community centres

- Wellness Checks for housing insecure residents
- DARS (Dedicated Advocacy Resource Support) weekly program at the Central library.
- Free Youth Prom Boutique to provide donated formal wear to Pickering youth for events such as graduation, prom, job interview, family event, etc.

Priority 7:







Promote Inclusion, Diversity and Equity with safe community spaces, programs, events, and community expression. Examples of existing City of Pickering programs that contribute to inclusion, diversity and equity 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. Once presented to Council, this Draft Plan will be available for further community input prior to finalization later this year. Initiatives have been developed for the next 60 months. Annual reporting will ensure transparency and accountability to residents. Funding for the initiatives, outlined below, will be included in the 2024 to 2029 Current and Capital Budgets for Council Consideration and approvals.







Legend:

	Initiatives can be started immediately with demonstrated results within 18 months.
	Initiatives can be started within 18 months, with demonstrated results within 18 to 36 months. Additional resources are required to undertake this initiative.
	Initiatives are dependant on securing additional resources, which includes staff and budget. Demonstrated results are expected within 12 to 24 months after starting this initiative.
	This initiative can be undertaken with existing resources.
	This initiative requires some additional resources including additional staff or budget. Demonstrated results can be achieved for less than \$5,000 in staffing or budget annually, or less than \$25,000 in one-time project funding.
	This initiative requires additional resources including additional staff or budget to start. Demonstrated results require more than \$10,000 in staffing or budget annually, or more than \$25,000 in annual project funding.

1. 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	Regional Plan Link	Time	Cost
1.1	Increase access and opportunities to participate in the City of Pickering Volunteer Program	Social Isolation Mental Health		
1.2	Expand services and programs that provide recreation, culture, and library services to isolated residents	Social Isolation Mental Health		
1.3	Undertake community consultation and data collection to understand where social isolation is highest to underserved	Social Isolation Mental Health		

	and how to better serve isolated residents.			
1.4	Expand Culture, Recreation, Sustainability and Library services, programs, and events to underserved communities, specifically rural and newly developed neighbourhoods including Seaton.	Social Isolation Mental Health		
1.5	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.	Social Isolation Mental Health		
1.6	Support DRPS with ongoing Neighborhood Watch initiatives.	Criminal Involvement Victimization		

2. Learning, Education and Creative Communities



Objective: create opportunities for residents to learn about community safety and well-being and contribute to solutions in creative ways.















	Action	Links to Regional Plan	Time	Cost
2.1	Partner with Regional Providers to provide community safety, health and well-being training to the community that aligns with Durham Region's 7 Priority areas. Examples include information sessions about 211, Durham's shelter program, and the Food Bank.	Mental Health Substance Use Homelessness & Basic Needs Criminal Involvement Victimization Social Isolation Experiences of Racism		
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.	Mental Health Substance Use Homelessness & Basic Needs Criminal Involvement Victimization Social Isolation Experiences of Racism		
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.	Mental Health Substance Use Homelessness & Basic Needs Criminal Involvement Victimization Social Isolation		



		Experiences of Racism		
2.4	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, Social Services at Pickering community centres.	Mental Health Substance Use Homelessness & Basic Needs Criminal Involvement Victimization Social Isolation Experiences of Racism		
2.5	Establish a youth-specific strategy to create opportunities for Pickering youth to learn about community safety and well-being and create opportunities for youth to contribute to solutions to improve community safety and well-being.	Mental Health Substance Use Criminal involvement Victimization Social Isolation Experiences of Racism		
2.6	As per Pickering Council 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.	Criminal Involvement Victimization		
2.7	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 (TAPP-C), Get Real Pickering, Older and Wiser, After the Heat)	Mental Health		

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	Regional Plan Link	Time	Cost
3.1	Provide opportunities for residents to participate in community cleanup, litter challenges, Garden of Distinction programs and Park Stewardship programs	Social Isolation Mental Health		





3.2	Expand Pickering's security camera program in parks, community centres and public spaces to prevent criminal activity and reduce victimization.	Criminal Involvement 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. An example includes installation of more benches, shade structures and lighting along outdoor trails.	Social Isolation Mental Health		
3.4	Enhance public spaces to highlight and improve community safety and 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.	Social Isolation Mental Health Experiences of Racism		
3.5	Improve road safety with enhanced pedestrian crosswalks with additional signage, painted crosswalk murals, connected and safe bike lanes.	Criminal Involvement Victimization		
3.6	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.	Criminal Involvement Victimization		
3.7	Participation in Durham Vision Zero and Road Safety Action Plan initiative.	Criminal Involvement Victimization		
3.8	Consult with youth to improve Youth-dedicated spaces in City of Pickering community centres and public spaces. Update the Youth Space at George	Social Isolation Mental Health		

	Ashe Community Centre to better serve youth.			
3.9	Develop community safety signage and lighting integration in new city developments (roads, parks, trails), underground cabling in new spaces.	Mental Health Victimization		

4. Physical Health and Mental Wellness







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







	Action	Regional Plan Link	Time	Cost
4.1	Provide health and wellness training and support to City of Pickering staff through the Wellness Committee	Mental Health		
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.	Social Isolation Mental Health		
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.	Basic Needs Social Isolation		
4.4	Undertake a Recreation and Parks Master Plan update 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.	Social Isolation Mental Health		
4.5	Undertake a City of Pickering Arena Strategy to inform the development of new arenas in Pickering and maintenance and use of existing ice pads.	Social Isolation Mental Health		
4.6	As per Council Resolution #34/22, expansion of community gardens, with	Homelessness & Basic Needs Mental Health		

	emphasis on nutritious eating and food security.			
4.7	Develop and partner with community stakeholders to support community listening sessions and workshops for traumatic community events. (DRPS, DCHC, Sports Associations, School Boards)	Mental Health Victimization Criminal Involvement		
4.8	Implementation of new nuisance by-law to allow Municipal Law Enforcement Officers to address various circumstances (intoxication, fighting, property damage, aggression)	Mental Health Victimization Criminalization		

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	Regional Plan Link	Time	Cost
5.1	Increase promotion and outreach efforts for the snow clearing program for seniors and people living with a disability	Social Isolation Victimization		
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 2021 – 2031	Experiences of Racism		
5.3	Enhance accessibility throughout the City of Pickering through actions listed in the Accessibility Plan (2021 – 2025). Examples include fulfilling requests for accessible pedestrian signals and installing them with all new traffic signals and replacements of existing traffic crossing signals; installing tactile	Social Isolation Victimization		

	walking surface indicators at all corners; and, incorporating accessibility into new builds and significant renovations for facilities, parks, playgrounds, and trails.			
5.4	Facilitate Job Attraction program, through Economic Development, to promote employment in Pickering.	Homeless and Basic Needs Mental Health		
5.5	Enhance employment workshops (Job Fairs, Interview Skills, Public Speaking, Professional Software), facilitated through the library.	Homelessness and Basic Needs Mental Health		
5.6	Participate and provide support during creation and implementation of Durham Regional Police Encampment Strategy	Homelessness and Basic Needs		

6. Support Basic Needs







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

	Action	Regional Plan Link	Time	Cost
6.1	Support basic needs with access to showers and basic hygiene products in City of Pickering community centres.	Homelessness and Basic Needs		
6.2	Participate in the Hope's Cradle program at Fire Hall No.1 in Seaton providing safe surrender site for infants, while providing a listing of resources for those surrendering infants.	Victimization Criminal Involvement		
6.3	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.	Homelessness and Basic Needs		
6.4	Support basic needs with warming and cooling shelters at City of Pickering community centres and Libraries during extreme hot and cold days.	Homelessness and Basic Needs		
6.5	Provide provisions for overnight shelters for those who are unsheltered at City of Pickering community centres.	Homelessness and Basic Needs		

6.6	In partnership with DARS, provide lunch services at City of Pickering facilities including City Hall and the Pickering Public Library.	Homelessness and Basic Needs		
6.7	As per Council Resolution #218/23, support urban agriculture initiatives to reduce grocery cost and increase food security (gardens, parks, balconies, schools, educational webinars/events, and toolkits)	Homelessness and Basic Needs Mental Health Social Isolation Physical Health and Mental Wellness		

7. Promote Inclusion, Diversity and Equity

Objective: with safe community spaces, programs, events, and community expression.

	Action	Regional Plan Link	Time	Cost
7.1	Undertake community consultation to understand what initiatives the city can undertake to improve inclusion, diversity and equity. Create an equity, diversity, and inclusion strategy.	Experiences of Racism		
7.2	Continue work with advisory committees and taskforces that can help advise on diversity, equity, and inclusion initiatives. Examples include the Pickering Anti Black Racism Taskforce and Indigenous Relationship Building Circle.	Experiences of Racism		
7.3	Create opportunities for racialized residents to contribute to human-centred design in programming, services, and training.	Experiences of Racism		

Reporting & Evaluation

- An Annual Report will be developed for presentation to the CSWB Advisory Committee at their meeting in Q4 annually. The report will then be presented to City of Pickering 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 of Pickering 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](#)

[City of Pickering Housing Strategy](#)

[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](#)

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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. Mental health strategies, municipally, 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. Substance use strategies, municipally, 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. Strategies to reduce victimization, municipally, 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 inequality 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.

Appendix B: Community Safety & Well-Being Planning Framework

The Ontario government has provided an extensive Planning Framework here:

<https://www.ontario.ca/document/community-safety-and-well-being-planning-framework-booklet-3-shared-commitment-ontario/section-2-community-safety-and-well-being-planning>.

The Framework highlights 4 areas for focus when planning Community Safety & Well-Being. These will ensure local plans are as efficient and effective in making communities safer and healthier:

1. Social development
2. Prevention
3. Risk intervention, and
4. Incident response

Appendix C: Community Safety & Well-Being Survey Results

Respondents	332
% of Residents who live in Pickering	94.0%

The Community Safety & Well-Being Survey was created for residents to rank and rate various priorities and action items to be included in the above Draft Plan. This signifies 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 1 through 9. 1 being the most important priority 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

Priority 1: Community Vitality Initiatives

Options	# of Respondents, Very Important & Important	% of Total Responses
Have opportunities that connect me with others in my neighborhood (Neighborhood Watch, Street Parties, knowing my neighbors)	192	57.8%
Belong to a recreational, cultural, or social group or association	179	53.9%
Have opportunities to volunteer in the community	171	51.5%
Have opportunities to celebrate holidays, events, or special occasions with my neighbors	170	51.2%
Belong to a neighborhood group or association	154	46.4%

Priority 2: Learning, Education, and Creative Communities

Options	# of Respondents, Very Important & Important	% of Total Responses
Know about Crime Prevention initiatives	270	81.3%
Learn about mental health and how to support you or a friend/family members' mental health	228	68.7%
Know about the City of Pickering Housing Strategy	202	60.8%
Learn about local resources and programs to combat social isolation	199	59.9%
Learn about local resources and strategies to support those struggling with substance use	170	51.2%
Know about the Pickering Anti-Black Racism Task Force initiatives	158	47.6%

Priority 3: Create Safe and Welcoming Neighborhoods

Options	# of Respondents, Very Important & Important	% of Total Responses
You feel safe walking home alone in your community	322	97.0%
The city has public spaces that are clean, tidy, and well cared for	320	96.4%
The city monitors public spaces with cameras, or provides security	283	85.2%
The city has public spaces that allow people to gather and celebrate	276	83.1%
The city celebrates and displays diverse public art	187	56.3%

Priority 4: Physical Health and Mental Wellness

Options	# of Respondents, Very Important & Important	% of Total Responses
You have local access to health services	312	94.0%
You have access to nutritious food	306	92.2%
The city provides safe playgrounds and trails for families to experience	302	91.0%
You have fair access to recreation facilities (both indoors and out)	298	89.8%
You have fair access to recreation programs (swimming, arts, sports, special interest, camps, etc.)	291	87.7%
Youth have designated safe spaces in recreation facilities	271	81.6%
The city provides programs that teach self-sufficiency farming and sustainability	194	58.4%

Priority 5: Improve Living Standards

Options	# of Respondents, Very Important & Important	% of Total Responses
Snow clearing is prioritized for seniors and people living with disabilities	296	89.2%
The city supports the efforts of organizations providing food security programs	272	81.9%
WiFi is easily accessible in City spaces, and for borrow (Wi-Fi Hot Spots)	255	76.8%
You can learn about financial literacy	176	53.0%
You have access to employment workshops and job fairs	175	52.7%

Priority 6: Support Basic Needs

Options	# of Respondents, Very Important & Important	% of Total Responses
Overnight shelters are available in Pickering during extreme weather conditions	265	79.8%
Wellness checks are coordinated for those who are unsheltered	254	76.5%
Access to showers is provided for those who are housing insecure	245	73.8%

Priority 7: Promote Diversity, Equity, and Inclusion

Options	# of Respondents, Very Important & Important	% of Total Responses
People from all backgrounds are valued and respected in Pickering	298	89.8%
You feel safe to voice your opinions, and feel heard, in City spaces	277	83.4%
You feel represented in your community.	243	73.2%
Culturally relevant programming reflects the diversity of our city	232	69.9%
The city has an Equity, Diversity, and Inclusion Plan	230	69.3%
Anti-Racism training and resources are mandated for City staff	223	67.2%
Anti-Racism training and resources are offered to the public	199	59.9%
An Anti-Racism & Anti-Oppression (ARAO) framework is created by the city	195	58.7%

Priority 8: Improve Individual Safety and Security

Options	# of Respondents, Very Important & Important	% of Total Responses
You feel safe walking in your community	317	95.5%
You feel safe driving in your community	306	92.2%
You feel safe riding your bike in your community	288	86.7%
The city provides access to public training on health and safety (CPR, Naloxone).	261	78.6%
The City's Customer Care staff can refer residents to resources that align with the 7 pillars of community safety and well-being	254	76.5%
The city provides workshops on Cyber safety and security	206	62.0%

What Community Safety & Well-Being initiatives do you want to learn more about?

Options	# of Respondents	% of Total Responses
Mental Health	226	68.1%
Criminal Involvement	191	57.5%
Homelessness & Basic Needs	162	48.8%
Social Isolation	137	41.3%
Experiences of Racism	110	33.1%
Victimization	107	32.2%
Substance Use	78	23.5%

How do you want the city to communicate this information with you?

Options	# of Respondents	% of Total Responses
Email / enews	242	72.9%
City website	182	54.8%
Social media	137	41.3%
Online (virtual) Neighborhood meetings / community consultations	94	28.3%
In person Neighborhood meetings / community consultations	93	28.0%
Printed materials in community centres	82	24.7%

I spend more than 50% of my income on Housing

Options	# of Respondents	% of Total Responses
FALSE	176	54.2%
TRUE	149	45.8%

325

I have children under 18 living at home

Options	# of Respondents	% of Total Responses
FALSE	216	65.1%
TRUE	116	34.9%

Age

Options	# of Respondents	% of Total Responses
30-49	118	35.5%
50-64	90	27.1%
65+	88	26.5%
18-29	27	8.1%
Under 18	9	2.7%

Ethnic/Racial Background

Options	# of Respondents	% of Total Respondents
White (including, but not limited to British, Italian, German, French Russian, South African, Argentinian, and Brazilian)	154	46.4%
Asian - South / East Indian / Indo-Caribbean (including but not limited to Indian, Pakistani, Sri Lankan, Tamil, Guyanese, Trinidadian, and Kenyan)	62	18.7%
Mixed racial origin (i.e., with parents in multiple groups identified above, regardless of place of birth)	21	6.3%
Black / African (including, but not limited to Afro-Caribbean, South African, Nigerian, Ghanaian, Jamaican, Guyanese, and Trinidadian)	18	5.4%
I prefer not to answer	14	4.2%
Middle Eastern, West Asian, or North African (including, but not limited to Iranian, Armenian, Afghan, Iraqi, Lebanese, and Moroccan)	13	3.9%
Asian - East (including, but not limited to Chinese, Japanese, Korean, Taiwanese, and Mongolian)	11	3.3%
Asian - Southeast (including, but not limited to Filipino, Vietnamese, Cambodian, Indonesian, and Malaysian)	11	3.3%
Pacific Islander (including, but not limited to Fijian, Hawaiian, Maori, Polynesian, and Samoan)	11	3.3%
Prefer to describe; please indicate your racial identity if you do not see yourself reflected above.	7	2.1%
Indigenous to Turtle Island (including, but not limited to First Nation, Metis, and Inuit)	5	1.5%
Latino or Hispanic (including, but not limited to Colombian, Ecuadorian, Peruvian, Mexican, Salvadorian, including central and South American Indigenous peoples)	5	1.5%
I don't know	2	0.6%