

WRCPC Agenda

April 17, 2020

9:00 a.m. to 11:30 a.m. (8:30 a.m. Networking)

Chair: Cathy Harrington

Minutes: M.A. Allen

The meeting will take place via Zoom. Please follow the instructions provided in the email. During the networking portion of the meeting we will provide helpful zoom hints for those not familiar with the technology.

1. Welcome and Introductions – 5 min
2. Approval of Agenda
3. Declaration of Conflict of Interest
4. Approval of the March 13, 2020 Minutes – 10 min (attached)

4.1 Business Arising

5. Approval of WRCPC member, Barry Cull's Resignation
6. Executive Director memo to WRCPC (questions and discussion) – 20 min
7. The Culture of WRCPC – 15 min (Richard Eibach) (attachment)
8. Staff updates on actions re Covid-19 situation – 30 min
9. Round table significant updates – 30 min
10. What is the role of WRCPC in the current pandemic and the next phase? – 60 min
11. Other Business
12. Adjournment

Next meeting May 8, 2020

WRPCPC Minutes

March 13, 2020

9:00 a.m. to 11:30 a.m. (8:30 a.m. Networking)

Ken Seiling Waterloo Region Museum

10 Huron Street, Kitchener (Classroom A)

Present: Carmen Abel, Cathy Harrington, Irene O'Toole, James Bond, Janice Ouellette, Jennifer Hutton, Kathryn McGarry, Kathy Payette, Kelly Anthony, Lu Roberts, Mark Pancer, Nikki Smith, Patricia Moore, Peter Ringrose, Richard Eibach, Sarah Shafiq, Sharon Ward-Zeller, Shayne Turner, Tom Galloway

Regrets: Andrew Jackson, Arran Rowles, Angela Vanderheyden, Barry Cull, Barry McClinchey, Bryan Larkin and Mark Crowell, Bill Wilson, Chris Cowie, David Jaeger, Doug McKlusky, Hsiu-Li Wang and Karen Quigley-Hobbs, Joe-Ann McComb, John Shewchuk, Jonathan English, Karen Spencer and Kelly Bernier, Rosslyn Bentley, Shirley Hilton, Trisha Robinson

Staff: Christiane Sadeler, David Siladi, Julie Thompson, Michael Parkinson, Mary Anna Allen

Chair: Shayne Turner

Minutes: M.A. Allen

1. Critical Thinking Exercise:

2. Welcome and Introductions:

Shayne Turner welcomed WRCPC members and guests and introductions were made.

3. Approval of Agenda:

Moved by Kathryn McGarry

Seconded by Sharon Ward-Zeller

There was a clerical error in the motion regarding Bill 21. The correction was noted and corrected.

Some Council members experienced formatting issues when reviewing the WRCPC package. Staff will review the document format including photos to ensure consistency.

Carried

4. Declaration of Conflict of Interest:

None.

5. Approval of the February 14, 2020 Business Minutes:

5.1 Business Arising:

None.

Moved by Cathy Harrington

Seconded by Sarah Shafiq

Carried.

Kelly Anthony will report back to the WRCPC at the April 17th, 2020 Council meeting about the **Planet Youth Conference – Prevention is Possible** that was held in March 2020 in Reykjavik, Iceland.

Lu Robert will facilitate an interactive educational exercise, to teach the history of indigenous peoples in Canada, called a [Blanket Exercise](#), at a future WRCPC meeting (likely in June).

6. Approval of the Consent Agenda part of the Smart Update

Moved by Patricia Moore

Seconded by Kathy Payette

Further details requested for the following Smart Update items:

Missing Persons Report Released: A Council member asked if the WRCPC might consider sending a letter of support, supporting the [Missing Persons Recommendations](#) that is currently before the Federal Government.

Work Opportunities: WRCPC has had discussions with senior staff at the Region of Waterloo to look at supporting work opportunities for those that are marginalized in the community. Everywhere Managed are looking to develop a workforce and provide opportunities for marginalized community members.

The **SpeakUp** event scheduled for March 26th, 2020 has been deferred to September 2020 due to the current pandemic.

Carried.

7. Elections of the Executive Positions:

A question was asked about the status of the police representation on the WRCPC for 2020. It was explained that Chief Bryan Larkin and Deputy Chief Mark Crowell mostly focusing their efforts on Well-being Waterloo Region and Deputy Chief Shirley Hilton will be attending WRCPC on behalf of Police until otherwise notified.

Shayne Turner put forward a motion to approve Cathy Harrington as Chair of the WRCPC for 2020.

There were no nominations from the floor. The nominations were closed.

Cathy Harrington was acclaimed as WRCPC Chair until February 2021.

Cathy Harrington took over as Chair of the WRCPC for the remainder of the meeting.

Cathy Harrington put forward a motion to approve Richard Eibach as Vice-Chair of the WRCPC until January 2021.

There were no nominations from the floor. The nominations were closed.

Richard Eibach was acclaimed as WRCPC Vice-chair. Richard Eibach will also Chair the Facilitating Committee.

Cathy Harrington put forward a motion to approve the following WRCPC members to stand as Facilitating Committee members: Kelly Anthony, Tom Galloway, Irene O'Toole, and Peter Ringrose.

There were no nominations from the floor and the nominations were closed. Moved by Kathryn McGarry and carried.

Kelly Anthony, Tom Galloway, Irene O'Toole and Peter Ringrose were acclaimed as members of the Facilitating Committee until February 2021.

Cathy Harrington announced that Shayne Turner is retiring from the City of Waterloo and resigning from the WRPCPC in approximately mid May 2020. Shayne was thanked for his commitment to the WRPCPC and he was acknowledged and thanked for all his work to support of the Crime Prevention Council.

Shayne Turner acknowledged the hard work of the staff and the current work of the WRPCPC. Through his participation on Council he expressed that he has gained a better understanding of Crime Prevention Through Social Development.

8. Regional Trends Presentation and Discussion:

David Siladi presented the key themes and findings of the 2018 Community Wellbeing Survey. The Survey, the first of its kind, was meant to serve as a baseline for future comparisons. Approximately 16 organizations co-developed and resourced the survey, including WRPCPC. The survey findings are the reflections of the local community and residents' perceptions of community well-being. The survey is based on the Canadian Index of Wellbeing (CIWB), a composite index, composed of eight interconnected domains that measures stability and change in the wellbeing of residents over time.

David provided survey findings under the following key themes:

1. Overall themes
2. Sense of Community
3. Belonging and Social Isolation
4. Recreation
5. Discrimination
6. Perceptions of Safety and Trust
7. Health
8. Education & Early Life
9. Living Standards/Meeting (Basic) Needs
10. Time Use
11. Democratic Engagement

The WRPCPC had a discussion and provided feedback.

The information and feedback will be compiled and an update will be brought back to Council for further review. **Please see attached updated information.**

The hope is that the data will help to inform the priorities for WRPCPC and those selected by WRPCPC for inclusion in the CSWBP.

9. Confirmation of Revised Criteria for Selection of Priorities for CSWBP:

Christiane presented the revised criteria for the selection of priorities for the CSWBP to the WRPCPC for agreement. The changes were mostly in wording and order not substantive. The WRPCPC agreed to the revised criteria.

10. Setting WRPCPC Priorities 2020:

At the February 14, 2020 meeting of the WRPCPC, the Council participated in a brainstorming exercise to help inform the setting of WRPCPC strategic priorities for 2020-21. Christiane Sadeler developed a report based on these discussions and shared the report shortly after the February meeting.

The WRPCPC provided further feedback. Christiane will update the Council's 2020 priorities and take forward Council's recommended priorities to the CSWBP Advisory Committee at its May 2020 meeting for further review and discussion.

The CSWBP is a provincially mandated plan that will go forward to Regional Council for approval in November 2020. It was recommended that the WRPCPC's other priorities come together in a community plan that can augment the CSWBP and that can be presented to Regional Council as well.

Christiane Sadeler asked Council members to provide further thoughts by email csadeler@regionofwaterloo.ca about content for the community plan that can be presented to Council.

11. Whiteboard Name Challenge:

David Siladi presented the results of the whiteboard video name challenge held at the February 14, 2020 meeting. At that time, Council members were asked to provide suggestions to name the whiteboard video created to illustrate the history of WRPCPC.

The result of the name challenge is as follows:

The History of WRPCPC: Raising the Community Safety Bar(n)

Council members were asked to provide any further feedback by email dsiladi@regionofwaterloo.ca

12. Review of the Justice Dinner

Julie Thompson provided the summary evaluation of the Justice Dinner 2019: **Every Voice Matters. Please see report attached.**

Over the years, resources earmarked for the Dinner have depleted as the costs to hold the Dinner have increased. Julie asked the Council to share with the staff whether or not the Council should continue to invest in the Dinner and whether or not the event reflects the values of the WRCPC.

The WRCPC suggested looking at cost efficient ways to continue the event. Julie asked that Council members continue to share ideas through email to jthompson@regionofwaterloo.ca

Council members asked that staff provide a historical lens of the Justice Dinner to gain a better understanding of its overall purpose over time.

Some members commented that it is a hallmark event for the organization and should not be let go off easily.

13. Motion to Approve Resolution Denouncing Bill 21:

Sarah Shafiq presented a motion denouncing Bill 21 to the WRCPC for approval. The motion is an effort by the Coalition of Muslim Women to raise awareness about the discrimination that is happening in Canada against the Muslim population.

Motion attached

Sarah Shafiq invited the WRCPC to the Coalition of Muslim Women's Gala that is to be held on April 16th, 2020. Christiane offered to purchase a table for interested Council members.

14. Adjournment: Moved by Irene O'Toole at 11:37a.m.

2018 Community Wellbeing Survey: Key Themes and Findings

Overall Themes

- Differences between urban and rural experience of various elements of wellbeing
- High levels of satisfaction with own neighbourhood
- Many also expressed satisfaction with personal relationships and mental wellbeing
- Across aspects of wellbeing, levels of satisfaction were comparatively the lowest for
 - How well the local government is responding to the community needs
 - How well democracy is working in the community
 - Sense of belonging

Commented [DS1]: Rural communities in Waterloo Region have conducted their own assessment using the CIW framework ([analysis](#) is available through Woolwich community health centre)

Sense of Community

- Between ¼ and ½ reported providing unpaid support, while 60% reported volunteering
- 56% reported regularly talking to people in their neighbourhood
- 70% perceived that people are willing to help those in need
- 85% expressed wellbeing of others was important to them

Commented [DS2]: It could be informative to look at how characteristics of individuals who show strong(er) sense of community compare with those who feel isolated

Commented [DS3]: Relates to Jim Diers' notion that we need more community members rather than volunteers. The idea of community members being involved in their neighbourhoods on a day-to-day basis is also prominent in the Iceland Prevention Model.

Belonging and Social Isolation

- 28% reported weak sense of belonging (vs. 49% for strong sense of belonging)
- Approximately 1 in 4 reported feeling they lack companionship
- 19% reported often feeling isolated while 16% reported feeling left out
- 24% reported it is difficult for them to connect with others
- Sense of belonging and social isolation were found to have significant impact on the overall wellbeing of low-income residents, youth, and residents with disabilities

Commented [DS4]: Newcomers could represent a key group with respect to belonging and isolation. Immigration Partnership has recently completed a survey of immigrants in Waterloo Region. WRPCPC could look at the [survey report](#) to identify relevant information and insights.

Commented [DS5]: Better Beginnings, Better Futures initiative focused specifically on the individuals experiencing weaker sense of belonging

Commented [DS6]: This section has direct implications for local municipalities and their programs and services

Recreation

- 24% reported not being able to afford participating in recreational and cultural programs
- Cost of recreational and cultural facilities and having adequate time to participate (*or be active*) in the community were identified as significant factors related to overall wellbeing for low-income residents and youth

Commented [DS7]: While this is more than double the number reported in 2013, it was noted that increase could be due to change in reporting practice/behaviour

Commented [DS8]: It could be useful to look at link with demographic info on religion (if it's available)

Discrimination

- Approximately 7% reported frequently experiencing discrimination due to ethnicity, race or skin colour
- Similar percentages for discrimination due to gender and discrimination due to age
 - Discrimination based on age was a significant factor related to overall wellbeing of youth
- 3.5% experienced discrimination due to sexual orientation

Commented [DS9]: It would be informative to know if discrimination is also related to disability. This phenomenon may be less overt than other forms of discrimination (this could take the form of individuals not being offered accessibility or feeling invisible)

Commented [DS10]: It wasn't clear if this number is concerning or positive – it needs to be put into better context. If 3.5% of ALL residents experienced discrimination and roughly 7% of residents identify as LGBTQ+ then the implication is that half of all LGBTQ+ residents experienced discrimination, which seems considerably high

Perceptions of Safety and Trust

- 80% expressed trust in co-workers/schoolmates while 71.5% expressed trust in neighbours
- Over 80% felt safe walking alone after dark in their neighbourhood (vs. 58% in downtown area)
- Relationship between feeling safe in downtown area at night and frequency of going to downtown

Commented [DS11]: This section also speaks to the broader issue of gentrification, which is something that's been on WRPC's radar for some time.

Health

Experienced negative impacts due to		Type of substance involved	
• Own mental health – 31%	• Family member's mental health – 39%	• Own substance use – 6%	• Family member's substance use – 14.5%
• Someone else's mental health (e.g., friend) – 37%	• Someone else's substance use (e.g., friend) – 17%	• Alcohol – 60%	• Cannabis – 31%
		• Opioids – 26%	• Stimulants – 18%
		• Sedatives – 11.5%	

Commented [DS12]: High prevalence of negative impacts related to mental health was noted. WRPC staff have some ideas for taking a deeper look into substance use data.

Education & Early Life

- 82% graduation rate (vs. 87% in Ontario and 89% across Canada)
- 19% of kindergarten students are considered vulnerable to having difficulties later in school (vs. 14% provincially)
- 1 in 4 perceived the supply of child care as inadequate

Commented [DS13]: Graduation rate doesn't necessarily paint a full picture. It might be more useful to consider academic success instead. Also, graduation rate only reflects students who started grade 9 and finished high school locally

Commented [DS14]: May want to look if newcomers play a factor here

Living Standards / Meeting (Basic) Needs

Paying bills late	Food Insecurity	Cost of Transportation	Cost of Necessities
14%	15%	9.5%	18%

Percentage reporting problems at least once every six months

Time Use

- 16% are working 50 hours or more each week (vs. 14% in Ontario and 9% across Canada)
- Approximately 1 in 3 reported work having negative effects on their personal life
- 37.5% struggled to balance work and non-work activities
- Insufficient time was reported for forming and sustaining relationships (21.5%), being together with family (21%), and being with children (19%)
 - Spending time with children was at 15% in 2013

Commented [DS15]: This section speaks to cultural and social norms as well as people's socioeconomic circumstances. While the culture of burnout could be a factor here, it could also be that people are working long hours out of necessity i.e. in order to survive. In either case, their participation in the community is negatively affected.

Commented [DS16]: Relates to insights from Iceland Prevention Model re. the importance of spending time with children

Commented [DS17]: It would be useful to look at how answers differed based on demographics

Democratic Engagement

- 23% reported low levels of confidence in the justice system and courts
- Satisfaction with democratic engagement was rated the lowest when looking at the results overall and across various sub-groups (low-income residents, older adults, residents with disabilities)
 - 55% felt that programs and services of local government had not made any difference for them
 - Nearly two-thirds considered themselves well-informed about politics and key issues
 - 27% felt they had no say in what government does
 - 32% felt public officials did not care what they thought

Commented [DS18]: Better Beginnings, Better Futures was also noteworthy for involving people in the planning and decision-making in the community – giving them a voice

For WRCPC March 13, 2020 Meeting
Request for approval:

Endorse a Statement Denouncing Bill 21:

Whereas hate crimes against religious minorities, especially Muslims or those perceived to be Muslims are growing in Canada; and,

Whereas the Waterloo Region Crime Prevention Council fully supports every citizen's right to choose what they wear; and,

Whereas the WRCPC values religious freedom for Sikhs, Jews, Muslims, Christians and people of all faiths, and acknowledges the harm the Province of Quebec's Bill 21 can inflict upon those who sincerely seek to follow the practices of their faith and dictates of their conscience;

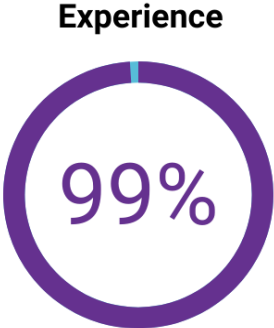
Therefore be it resolved that the WRCPC denounces the Province of Quebec's Bill 21; and

Therefore be it finally resolved that WRCPC affirms our commitment to the principles of equity, diversity and inclusion for all of our residents, which includes support for religious freedom and the preservation of the rights of minorities;

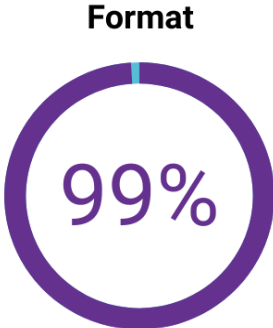
WRCPC 2019 Justice Dinner: Feedback Summary

Overall, how would you rate your experience?

How would you rate the format?

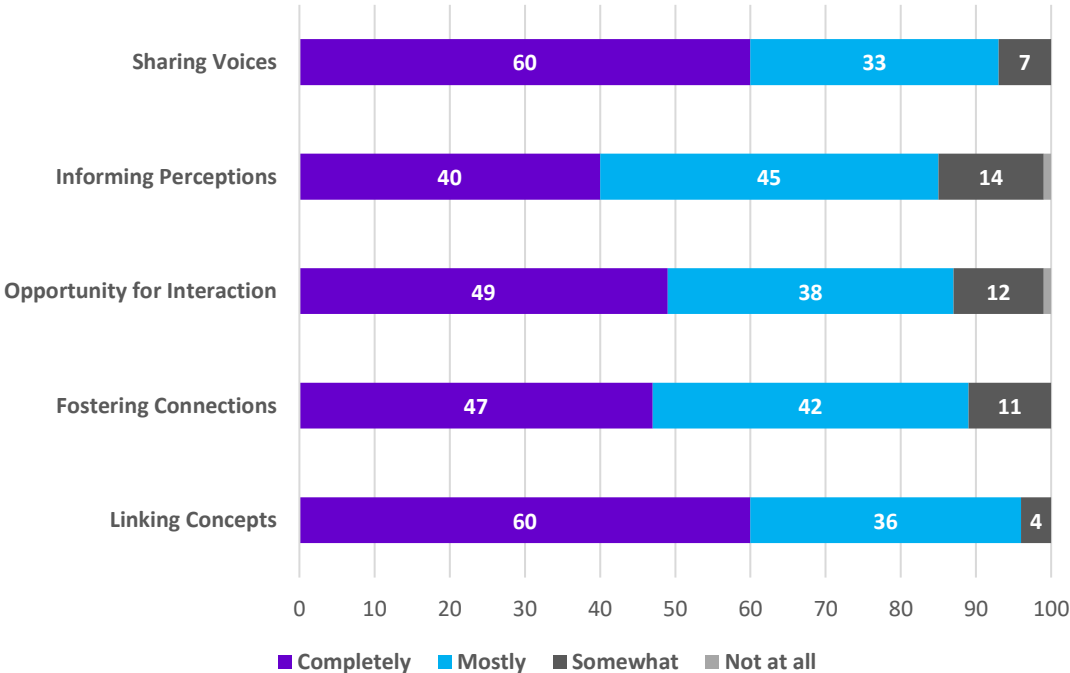


82% - Very Good
17% - Good
1% - Fair
0% - Poor



66% - Very Good
33% - Good
1% - Fair
0% - Poor

Extent of Agreement Questions



How can we ensure everyone's voice in our community matters?

Creating Opportunities:

- Give multiple ways to hear these voices and to connect people.
- Create opportunity.
- Listen, ask, hear others' voices as we mix and mingle with all our community events all over the Region.
- Interaction, inclusion.
- Build relationships and create opportunities for community to take care of each other.
- Continue to care, create more spaces for people to share and come together.
- Give everyone a chance to speak.
- Create safe spaces where people can feel heard.
- Opportunities for interactions to build relationships and tear down biases.
- Giving those committees without opportunities to share their voice through accessible means.

Listening & Dialogue

- Listening to different races and age groups of the community and encouraging their involvement and contribution.
- Active listening.
- Listen to learn and learn to listen.
- Make sure that people's concerns are not only heard but acted upon to make sure people continue to feel valued and part of the community.
- By listening.
- Continue to have conversations with people about belonging.
- Continue with the discussion/conversation. Teach early with children of all walks of life, beliefs, origins the value of voice, diversity, and inclusivity.
- Stories. We learn a lot from each other from what we've been through. We are better at making connections with each other when there is an intimate dialogue with each other.

Community Outreach

- By reaching out to all resources and/or communities to have an understanding of how things are in their community.
- Reach out to as diverse of a group of people as possible!
- Meet them where they are at. Go to their spaces. Go to Powwows, etc.
- There is a hidden diverse population that is constantly overlooked, ignored, and not served. Find them, include them, raise them up.
- Reach out to all audiences/ages, see what each demographic enjoys and their interests.
- Helping everyone feel like they belong.
- Organizing more events.

Involving Youth

- Enable students! Student voice matters!
- Youth programs? What are they?
- Having youth actually provide input with a position on the council, or a working group that can ensure youth are actually having a say in strategies for prevention.
- A forum for youth (to inform them of these problems).

Divers Leadership

- Diversity, have representative leadership in the community.
- Promote diverse voices into leadership roles.

Other

- Keep doing what you're doing!
- Continue to push for upstream/preventive approaches.
- Continue with intention.
- Stay the course!
- Online surveys? Community meetings that targets getting the voice of minority groups.
- Surveys.
- Start showing the video everywhere. Needs to start in preschools all the way through the education system.
- Those videos are great - I hope they are played everywhere!

Q9: If you have any other feedback about the event, please provide it here.

Diversity/Inclusion

- More youth should be involved.
- Would have liked to see some senior views. I work in a nursing home and sometimes seniors with dementia can feel excluded too.
- How can you foster inclusion when community members not known by service providers are not approached, spoken to, and engaged? Often those who are silent are the ones with the most important information to share. Why ignore them?
- Please allow non-white, male, etc. to lead and model capacity. Especially at an event like this.
- Representatives from ethnic community.
- More diverse presenters/speakers.
- The hosts were excellent. Maybe have co-hosts that represent our diversity to introduce certain parts of the evening.
- Include the people you are talking about in the discussion at your events, etc. There is little to no diversity even amongst the crime prevention council itself (especially as it pertains to visible minorities, age, etc.)
- Outreach, maybe more performances from other organizations, maybe even a collaboration with a surrounding city that shares the same values.
- Encourage lots of sponsors for individuals to attend the dinner and participate in some way.
- More people of colour! Different religions, races, and colours!
- Reach out to other communities (diverse).
- Introduce every race.
- More personal experiences of more ethnic groups.
- Excellent that ~50 of ~300 tickets are for those that might not otherwise be able to attend. The % of ticket price to a portion of donated tickets. If we all paid \$5 more - that would be a lot of donated tickets.

Social Interaction

- Please have more opportunities to engage with new people.
- Offer more time for networking.
- More opportunity for networking with other tables.
- More cross table talk and communication.
- It would be helpful to sit people from different agencies so they can meet and connect.
- Mix up the tables so there are more opportunities to connect with new people.
- I always appreciate opportunities to see all the good people in our community who are involved in positive initiatives.

Marketing of the Event

- Marketing/promo wasn't clear the tables were for 10 people.
- Ensure that the public is informed about the fact that this dinner exists.
- Would have been nice to see this promoted in all different types of spaces/communities.

Venue

- Table was near the door and it was freezing all night.
- More heat :).
- Good venue
- Location that is accessible (bus).
- Venue on bus route.
- Didn't like the venue. Sound/acoustics not good.

Music

- Great music.
- The drum circle was incredible and the song at the end was powerful - great idea using local groups!
- Fantastic music.
- Performances were very moving.
- Loved the choirs!
- Great entertainment!
- Involve more than just singers.

Food

- The food was fantastic!
- The beef was amazing!
- Great food! **X6**
- The beef roast was amazing!
- Excellent food/service.
- Dinner (caterer) was great!
- Have halal meat. Thank you for the vegetarian option, though! **X2**
- Make the food halal so Muslim people can eat it too.
- The food was the best to date.
- Wonderful food.
- I hope you fed the kids!
- I freaking love crème brulee

Speakers/Speeches

- Some speakers need to speak more clearly. Room is large. Those at the back had a hard time following the speakers.
- Shorter speeches, more focused on what the justice dinner is all about.
- No long speeches. The fewer the words the better as it isn't always easy to hear when you sit at the rear of the room.

General Appreciation

- The event was wonderful.
- Good job.
- Thank you for a wonderful dinner.
- Great job!
- Thank you!
- Keep up the good work.
- Enjoyable.
- The staff did an incredible job putting this together. Bravo!
- My first time here - really enjoyed the experience.
- Great event!
- Really great event!
- Very powerful presentations.
- This was so amazing. Thank you.
- It was great!
- Overall was really good.
- I thought it was beautiful and great to be a part of.
- Amazing! Get well soon, Christiane! Missed you tonight
- Thanks!
- This was better than any other I have attended. The music made it.
- Truly a lovely evening - thank you to the organizing committee!

Format

- It ran a bit long.
- Add what exactly WRCPD does and success of programs. Results?
- More discussion regarding what is actually being done for crime prevention; only really discussed safe injection sites...

Memo to the Members of the Waterloo Region Crime Prevention Council

Saturday, April 4, 2020

Dear Members of WRPCPC:

The world around us has significantly changed since we last met on March 13, 2020. In some ways that meeting seems like a life time ago, and yet, just three weeks have passed.

Let us start by saying that we hope you are ALL well in body and spirit!

Staff have been in touch with some, but certainly not all of you and this is an attempt to share where things are at right now, as well as provide some thoughts on the future. We realize that you may have been wondering what has happened in our world and what has been done in our respective roles. More of that in a moment.

First off though, a shout out to all those involved in direct services during these extraordinary times. **Thank you ALL for what you do!** Special mention must go to Dr. Hsiu-Li Wang who has remained a voice of calm and reason for our community. None of us were prepared for this situation although, I suspect, our collective resiliency is and will be rooted in a strong history of collaboration and attention to the common good. In fact, we have observed more good will and creative actions than we might have expected at first.

The role of a community collaborative in times such as this, at first, however is a little foggy and might even feel trivial. The temptation to jump in and do something, anything, certainly existed. The staff team had several conversations about this and we resisted that temptation for several reasons. We thought you might find some of those reflections helpful.

- ✚ As the integrated model for crime prevention describes, leadership is not a constant but a question of **who leads what when**. In a crisis, the role of those **not** charged with direct service provision is to fall in line behind those who **are** charged with that very task, and figure out how to best support them.
- ✚ At least some of that support had to simply be to not contribute to the noise. Since the WHO declared a pandemic there have been over 2 billion media mentions of Covid-19. The analyses of all things related, from economy to philosophy, quickly followed. And above all, many people and organizations rolled up their sleeves with astounding determination amidst the disruption. As we know, trauma hijacks the mind and processing information becomes challenging. The staff team strongly felt that we should avoid as much as possible to divert any attention from those voices that needed to heard the most: our community, government and service leaders who

share vital health and social information. We closely monitored that information and shared it selectively through the channels available to us. The information highway was getting so busy and distracting amidst the crisis that we decided to pull off for a moment and find our lane.

- ✚ That lane is likely best described as doing our part in getting ready to support recovery and healing efforts and to also look upstream. While no-one can say with any certainty when this crisis will be over, when that day comes our world will be changed and we need to prepare for that change. We need a transition strategy from crisis to recovery, from recovery to healing, and from healing to upstream prevention. In other words, we will need community re-development of an unprecedented scale or the current health and economic crisis will be followed by a social crisis of which crime, including violence and social disorder are two likely symptoms. The related impact on mental health and addictions will also be significant. How children fare in this is uncharted territory. We know from research that high rates of unemployment tend to be followed by increases in break and enters, robberies, but also violence both peer to peer and between intimate partners even if that impact is not felt for about six month following the lay-offs. Although Chief Larkin has already reported some troubling trends as you will have seen in the media.
- ✚ We are going through a time of social transformation on a massive scale. This includes seeing collective actions that were previously thought of as impossible, happening seemingly over night. There are, to be sure, some opportunities beyond the initial trauma that are hard to miss. The carbon footprint has been reduced more in a few weeks than in several years of discussions about it. Some communities, ours among them, are housing people in hotels to support their physical distancing. Leaders use terms such as “radical honesty” or speak of the need to “immediately cut the red tape”.
- ✚ The inequities experienced by those most vulnerable – whether they be seniors, immigrants, lone parents, people struggling with mental health and addiction issues etc. have become a prevalent part of the public discourse. Think tanks across the world speak of “systemic primers for change” and prevention has become more of a publically discussed concept than quite possibly we have ever seen before. The notion of solidarity with our fellow human beings has seen a resurrection.
- ✚ It has become clear that HOW we conduct ourselves is as important as WHAT we do for the future. The virus does not discriminate and nor can our responses to it.

So what might all that mean for us here in our community? We are not alone asking ourselves that question. In a Zoom conference call of the Canadian Municipal Network on

Crime Prevention (CMNCP), attended by over 40 municipalities, the commonalities in observations were astounding. Here is just a taste of what people said:

- Social isolation especially when coupled with uncertainty about the future inevitably leads to increases in family violence as a trauma within the trauma
- Releasing people from correctional facilities without concrete discharge planning has the potential to quickly lead to re-victimization
- The violence threat assessment protocols we have in place for schools and other organizations could easily be adapted to the wider community and we should do so now
- Research into resiliency and psychosocial supports after the Wood Buffalo fire (a recent crisis we still all remember) showed that HOW we conduct ourselves in a crisis is as significant for healing as what we do
- Collaboration and strong trusting relationships (while labour intensive) really pay off in a crisis.
- Rural realities cannot be met with urban templates
- Social disorder data are prime indicators for early intervention opportunities
- A sense of safety is quickly eroded in vacant cities. We cannot “unmute” fear.
- Business, NGO, grassroots, public services and government starkly realize their interdependence.
- Our definition of critical services quickly changed to include grocery store staff and truckers.

The overall sentiment during the call was that we have a collectively responsibility to not let the learnings from a crisis go to waste. And while the energy for these consideration cannot possibly be expected from those dealing with the current day to day reality, someone needs to step up to that plate. That is where community building collaborative-s can come in. Or as one cultural change paradigm suggests: this is the time to wake up, grow up, clean up and show up. That process needs to be valued, coordinated and it should be started now, not when the crisis is over.

In that spirit the four community collaborative-s hosted by the Region: The Immigration Partnership (IP), the Child and Youth Planning Table (CYPT), Well-Being Waterloo Region (WWR) and us have come together to try to align our efforts as much as possible, work on shared messages, and generally look out for each other’s opportunities to meaningfully contribute. Staff of all of these four initiatives are working from home and Zoom and Slack have become our most utilized tools. While face to face meetings are an important method in community development we, like everyone else, had to pivot and adapt. We also had to make some fast decisions such putting the Community Safety and Well-being Planning on hold. It stands to reasons that the plan we were about to write and the plan that we will need to write post Covid-19, are not one and the same.

The learnings are immense.

WRCPC staff had to make some decisions to put postpone efforts or find another method of delivery. Nonetheless, we have continued to function as a catalyst within the four strategic approaches that you are familiar with through the Smart Updates. And we will share some of these with you in a moment but will focus on those related to the current situation only. This does not mean that work in other areas is not continuing and we refer you to our last Smart Updates on those. But some efforts go to the back burner when a more immediate needs or opportunities arise.

In the sections to follow you will see **highlights** that are opportunities for your engagement.

We also ask you as our community council, if you can, to respond to two questions for staff:

1. From your experience and vantage point what should the WRCPC be focusing our energy on as we look ahead to recovery, healing and upstream prevention?

2. How can staff provide supports to you and your sector at this time?

Please think about that! You can email your thoughts to the general mailbox at: wrcpc@regionofwaterloo.ca

And so to the actions to date.

Advocate for Equity and Belonging. Reduce Marginalization and Discrimination

Staff are participating in a community collaborative of medical, health and social service providers to develop and implement humane alternatives for people in or without shelters, including those dependent on both regulated and unregulated substances. In this regard we were able to draw on and activate provincial and national networks of expertise related to issues of substance use, incarcerated persons, and homelessness. This included distilling complex regulatory changes for local efforts, supporting the production of key health and safety measures, distributing the final products, and helping to develop protocols for persons that are dependent on substances.

Staff have also participated in one of the Regional Pandemic Control Groups focused on social services in efforts to mitigate harms to vulnerable persons. Douglas Bartholomew-Saunders is leading that team and we will look to his determination whether our engagement is helpful going into the future.

Staff have been asked to join the Child and Family Services Working Group as one of the core groups of the pandemic response plan. This invitation followed us connecting with community partners to ask whether anyone was attending to the inevitable increases in family violence and abuse of children pro-actively.

Since the question of violence prevention also came up at the national network we are partnering with the network in this regard and are looking for evidence and promising practices to decrease violence in extreme situations so we can utilize it in our community. We know from work in emotional first response, that the reactions of people in a crisis are best described as a “normal reaction to an abnormal situation”. These reactions tend to follow a predictable sequence: shock, denial, disbelief, cataclysm of emotion. The latter is the most likely to lead to acting out in violent ways. How do we intervene in this regard in a coordinated way?

The pandemic was described by someone on the national network as the ultimate icebreaker; speed over perfection; no time for system protection. It shines a light on policy vacuums like few other situations have. Or in the upstream language our focus on the most vulnerable inevitably provides us with a chance to “change the hard ware” of society and move beyond programs and projects as our main approach to inequities.

Those are the opportunities that we are working on. How that may look is in part unclear at this time. But we will need our community partners and other community collaborative-s with their expertise to help us figure that out.

Expand Reach through Understanding and Engagement

#connectionisaction

The pandemic has made it obvious just how connected we all are. We need to foster healthy connections while staying physically apart. This changes the landscape of community engagement significantly. We have given a fair bit of thought to how to foster social cohesion amidst disruption. Information sharing is in the end the lowest rung of engagement. How do we go beyond that and stimulate people into action?

We have **some** tools at our disposal that might be worth resurrecting here. Saying hi still makes the world a friendlier place. We should, as in a previous campaign to prevent bullying, THINK before we share information or respond to it. The information highway is not only busy but already polluted with fake news. What is our role in directing people to solid sources and alerting them to the dangerous of false data?

Community engagement is also about amplifying the community voice. There is much grass roots action happening in our neighbourhoods that show that people truly care. From the person who paints rocks with messages of courage and leaves them at the base of trees in local parks, to the neighbourhood that has theme days to encourage children to contribute safe messages, the creativity of people is nothing short of astounding. Here is just one found on a walk.



We have started to develop a communication plan involving various social media methods for that moment when the noise dies down a bit. They will likely include our commitment to restorative communities. We are also working on methods to reach those that are hard to reach as well as audiences we didn't previously consider, such as grocery staff, janitors, etc. We want to start a kindness curve! The human spirit needs to be nurtured during these times more than ever. Our colleagues at the Child and Youth Planning Table have coined the term #Hopekeepers. The shoe fits!

We have also been invited and by the Child and Youth Planning Table to benefit from a communications campaign they have developed that encourages people to video tape their thoughts and experiences during this time of physical distancing. We gratefully accepted this as have folks from the Immigration Partnership and Well-being Waterloo Region.

The porch chats might well go virtual this year. People need to think beyond the immediate and feel that they belong. This can be our small way to support that need.

We are finally writing three blogs so to not lose the lessons to date:

1. Upstream Prevention and why "wait and see" always spells trouble
2. The experience of crisis collaboration and the convergence of decisions (including the importance of language)
3. Connection in Action: the role of grass roots efforts in times of disruption

And we are looking for members of WRCPC to write blogs about other areas such as rural experiences, the role of the internet, upstream considerations, etc.

Please connect with us if you have a topic you have to contribute or if one of the above interests you.

Upon my request Lu Roberts suggested that the following links are good sources for deepening our understanding about Indigenous issues. We would love to have some of you

consider these as your good use of found time. If there is a cost attached, please let us know and we can figure it out.

<https://www.coursera.org/learn/indigenous-canada>

<https://www.coursera.org/learn/aboriginal-education>

Base Change in Good Evidence and Innovation

The research project on structural violence with a student from the University of Waterloo is continuing and highly relevant during this time. It was mentioned in your previous Smart Update.

We have added to it a potentially collaborative effort with Thunder Bay, Surrey, Edmonton and York to develop and distribute a pulse check survey that can get to some of the broader issues related to Covid-19, in the hope that these data can be available for post pandemic planning locally and provide a comparison of that experience to other cities.

Each staff is recording observations about community changes in a journal. When the crisis is over we will have forgotten many experiences or what we have learned. These journals can be some of the qualitative data to augment the pulse check survey. **It would be great if all members of Council would use their UPSTREAM journals for a similar exercise so we have thoughts to share when we meet next.** This is in line with a developmental evaluation approach, or learning as we go.

A friend of crime prevention who is a retired University Prof has started to look at data regarding the impact of pandemics on inter-personal violence. We will look to deepening that research with an eye to our community. **If someone has the capacity to support this work please let us know.**

The annual KW-area survey data are in. We will share those when appropriate and how they will compare to data regarding perception of crime, trust, and fear will likely be incredibly different in terms of year of year comparisons.

Stats Canada is seeking people to respond to a survey. **The link is posted here in the hope that you will complete it and make it available to your sectors.** We will need comprehensive data going forward: <https://www.statcan.gc.ca/eng/covid19>

Lead Side by Side - Leverage Dynamic Partnerships:

In addition to efforts in the area of violence prevention we are looking to establish two action teams:

1. Preparing for the long term impact and preventing crime through social measures (e.g. economic stressors)
2. Fostering social cohesion amidst disruption

We will be looking to partner with others in the community to align these efforts and to lean on their expertise. We will also be recruiting members of Council to join.

Finally, the Woking Center has approached us to support their upcoming virtual Mayor's dinner through a project focused on upstream opportunities. This is an exciting invitation and has the potential jointly explore our community experiences.

With all information and requests for engagement, as always we hope that you in your sector role can broaden the reach.

In the office...and beyond

Well...we are not...in the office! We are working from home but connect frequently – maybe more so than when it was simply assumed we could. You can reach us at the normal coordinates but **we encourage you to NOT leave messages on our landlines but use email or cellphone instead.** The Regional landlines are very busy right now. Mary-Anna has been instrumental in ensuring that we have all the tools we need to continue our work. She will send out a staff directory under separate cover to you. She has also created a sector contact list so that you can stay connected to each other. That too will be send to you by Mary Anna. Part of our strength over time has been our connections as simple as people. Please reach out to us or each other if you need connection or practical support. How we get through this as a group of people truly matters. And if you can think of someone who might appreciate you reaching out to them: Well...don't be shy...just go and say HI!

Finally, we have been asked, given the news about lay-offs in other municipalities, whether this crisis will affect the staffing of WRCP. The short answer is: We don't know! Lay-offs or deployments are happening in many places. Whatever happens as staff we will put our best foot forward to do our part and lean deep into our values. As much as possible we will connect and keep you updated as a full Council group or individually as the case may be.

At this stage we are on course for a Zoom Council meeting on April 17. Stay tuned on details please.

A final note just from Christiane:

First off, sorry for the long memo! Staff felt it was important to catch you up not only with our activities but also with our thinking. The last few weeks have been challenging in a way that

stretched us all. I want to thank FC for their thoughtfulness, patience and continued support, especially Cathy and Richard in their roles as chairs.

I also want to say a wholehearted thank you to the staff team: Dave, Julie, Mary Ann and Michael. Without fail you care, you get stuff done, you are creative, you walk the talk and you can make even stressful (zoom) meetings fun. Never doubt that you matter and belong! Remember: "We may not be big but we are small".

I saw a quote today that I will leave you all with.

Be the one who, when you walk in,
Blessing shifts to the one who needs it most.
Even if you've not been fed,
Be bread.
(Jelaladdin Rumi)

Please be well!

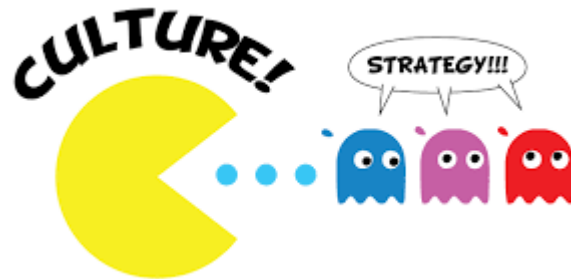
Christiane Suddles

Also for Dave, Julie, Mary Anna and Michael



Taken before physical distancing...

What is the culture of WRPCPC? (the secret sauce)



“Culture eats strategy for breakfast”.

The following statements outline some of the core elements of WRPCPC’s culture. While these statements reflect ambitious values and principles, WRPCPC consistently strives to adhere to them - this is achieved, in part, through ongoing critical reflection and evaluation.

Relationships

The evaluation of the 2015-2018 Smart on Crime Plan highlighted the centrality of relationships and the need for a strong sense of trust when it comes to working with community. The process of relationship-building is inherently intensive in nature and can’t be rushed without causing damage to the community and the work overall. Strong and well-developed relationships are foundational to our work and play a critical role in the success of our partnerships and initiatives.

Collaboration

We understand that a culture that values working together and reciprocal support has a much better chance of being productive than a culture that is characterized by mistrust, territoriality and competition. Rather than trying to outdo each other, we believe that our community benefits the most when we bring all of our skills and efforts together. We can attempt to form partnerships for a wide-range of social issues, but if collaboration is not embedded in our culture (or is not something we know how to do well) then our efforts will likely miss the point and have limited impact. That is why we believe collaboration should be part of our regular practice.

Fostering Community Contribution

Having long-standing, strong connections in the community and beyond allows us to leverage contributions and support that we could not afford to resource otherwise. This exponentially increases our reach and our ability to affect change. It is also great value for money. We leverage over half of our staff capacity for direct WRPCPC work alone - not counting what people do when they move away from the round table to advance prevention within their own fields of influence.

Process-orientation

We have a very strong focus on process. HOW we do something is as important as WHAT we do. This is based, in part, in a capacity-building philosophy. We want to bring people along because it fosters ownership in the work and gets people motivated to be and stay engaged. Clarity of task and transparency are two key tools to make this possible.

Looking Deeper

We aim to address the ‘hardware’ of our community issues over and above the ‘software’. Many approaches have a focus on which actions to take and which programs to run and, by extension, give less consideration to how well we are set up to undertake such actions. Simply put, crime prevention through social development is not about the projects and programs per se but it is about how we conduct ourselves in the community as equal partners with a common vision. Every voice at the table matters. We give strong consideration to this because that way actions are more likely to emerge from within the community. Social change has never been accomplished by program. This is why rather than being a direct service provider, we are a facilitator of change and an animator for investments in prevention as a collectively agreed upon goal. We believe in radical honesty and are not afraid of structural change even when it gets political

Collective Thinking and Action

Many years ago we agreed to develop a WHY statement¹ because what motivates people to do their part is knowing WHY you do something, not just WHAT you do. We do with (people) and never for/to (people)! We keep from manipulating the outcome by never committing ourselves to pre-determined results. We are a catalyst towards designing outcomes through bringing community attention to issues and then facilitating local, evidence-based solutions. In the spirit of “we all know more than I do”, we provide the space and the tools for collective thinking and action to

¹ We know that when the well-being of ALL people matters then social justice and positive change follow.

emerge. WRCPC adheres to the notion that communities have wisdom and that this wisdom deserves the same consideration as professional knowledge.

+ Meaningful Engagement

The WRCPC community engagement approach has a key ingredient of meaningfully (never in a token way) engaging people with lived and living experiences. This can be at odds with traditional consultation methods because, understandably, the complexity is too large and the threshold for difficulties too high to be tolerated by large systems. This community engagement approach has caught the attention of many other municipalities as a unique government–community partnership of equals that brings together the best of both worlds. It is neither top down, nor bottom up – but rather middle out.

+ Developmental Approach

Many of the positive outcomes we have affected over time evolved organically. This means that we are prepared to change track mid-stream if that is what makes the most sense. This allows us to learn on the go and stay responsive to the community while keeping our eyes on the overall direction and staying rooted in our values and principles. We are often described as nimble and highly accessible; something that was echoed in several evaluations (e.g. inReach²). The most recent evaluation recommended the developmental method for collaboration as a model for engagement from the grassroots to those in decision-making roles, and strongly suggested that we further advance this strategic approach into the future.

.....

The above observations were strongly reflected in the 2015-2018 evaluation and the accompanying stories of change, which illustrated what various elements of WRCPC’s culture look like in action. They also come out of a rich body of literature on community organizing and community development. We didn’t just make them up, but rather, over time, we have refined, revised and at times erased certain approaches based on experience and community feedback. It has taken a long time for these elements to come together to define our culture. The impact of WRCPC is directly linked to this empowerment agenda.

² youth street gang prevention program, which operated in Waterloo Region from 2009-2013

Staff update

Actions re. Covid-19 situation



April 17, 2020

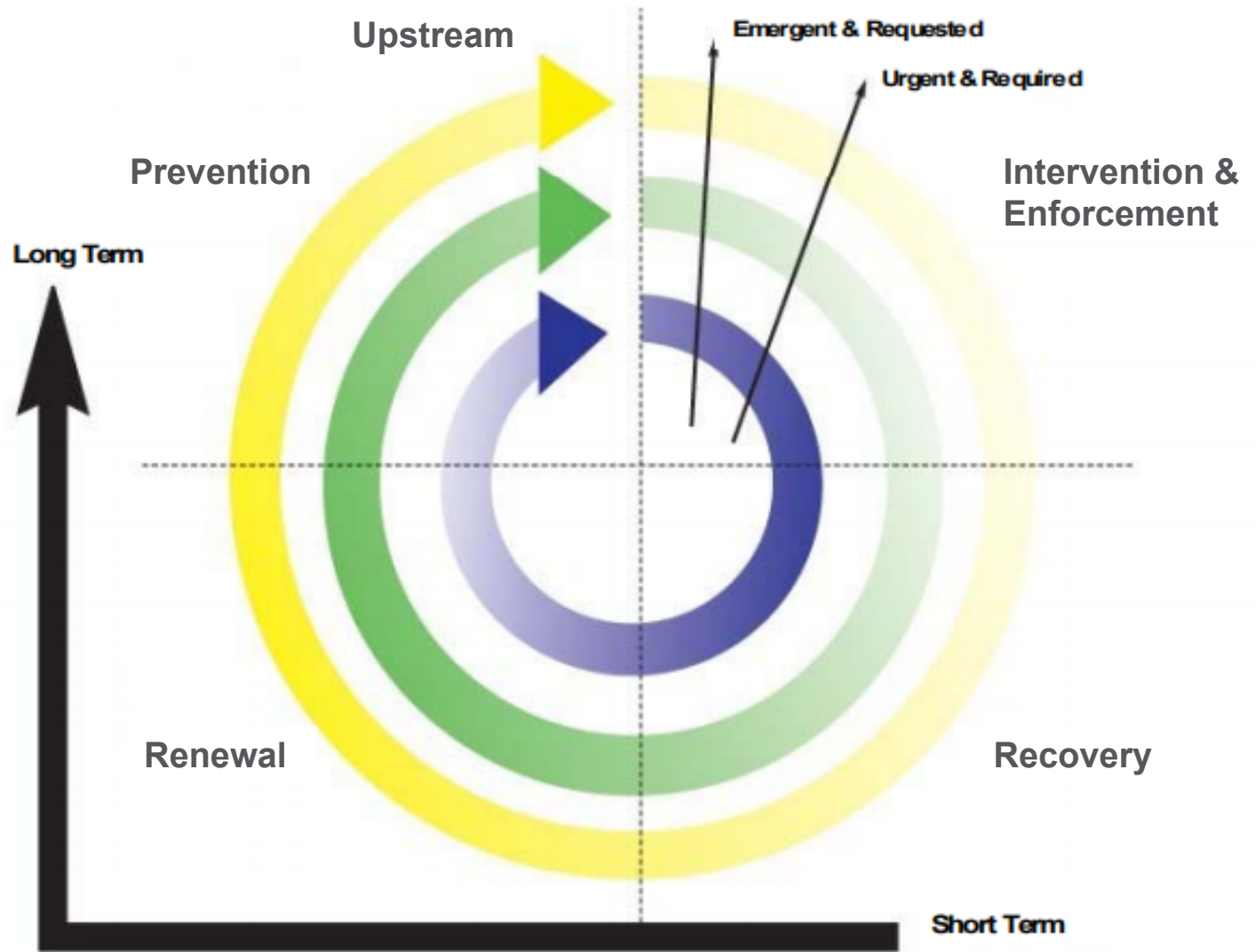
RECAP

Integrated Model for Crime Prevention

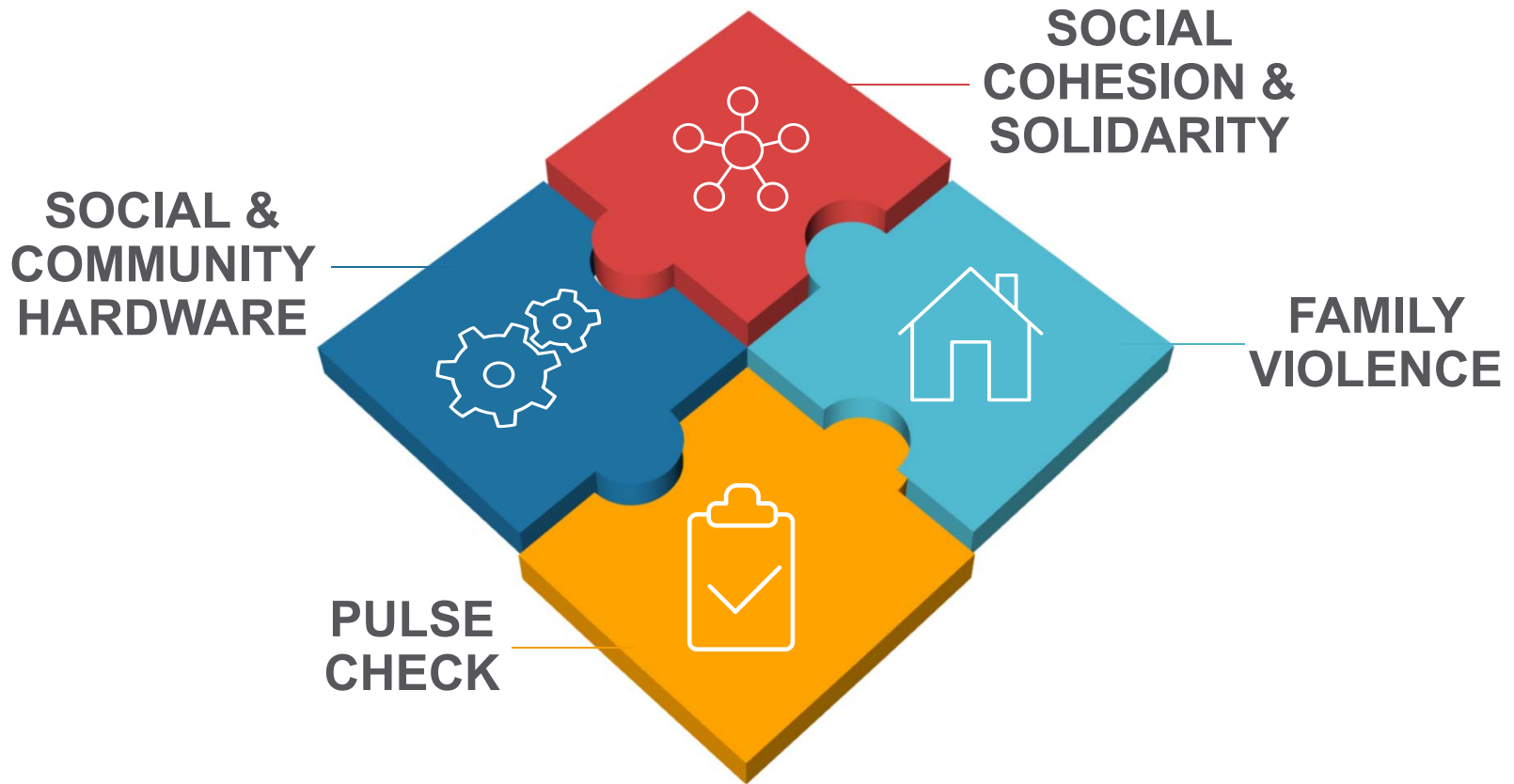
- Developed in 2002 by WRCPC, WRPS and local residents
- Comprehensive look at the prevention, intervention, post-intervention, recovery, and renewal phases throughout the cycle of crime
- Identifies how grassroots efforts, law enforcement, human service providers, policy makers, and citizens can each play a vital role
- Describes the interplay and commitment of community partners in creating and sustaining crime prevention methods

Integrated Model

Who leads what when?



Towards Recovery/Renewal & Prevention



Areas of Focus: Purpose Statements

Recovery from and Prevention of Family Violence



- Collaborate with local community agencies in designing novel ways to create access for victims of domestic abuse or child abuse to supports during physical distancing
- Mobilize informal opportunities for prevention of abuse to circumvent social isolation

Enhancing Social Cohesion and Solidarity



- Utilize a variety of mediums to 'call people into' constructive conversation and action of social solidarity – the interdependence between individuals in a society – a core value of collective action
- Inspire connection and kindness in action and the social contagion of compassion

Upgrading Social and Community Hardware



- Reflect on the pandemic social and community experiences with a view to highlighting systemic strengths & deficiencies in fulfilling local goals in achieving equity
- Draw upon the pandemic response based on WRCPC's involvement, partners' experience, literature and experts in order to guide future recovery and prevention efforts

Pulse Check... Learning on the go



- Assess how well we engage, communicate, collaborate, etc. in determining and implementing our response
- Identify which methods, processes and practices are working well and which ones could be potentially adjusted to give us a more optimal way of responding

Steps Involved



Relevant Knowledge

Scope the issue by reviewing existing research, consulting with local sources (e.g. key informants) and keeping an eye on other places with similar issues



Local Data

Identify local gaps and opportunities for action



Outreach

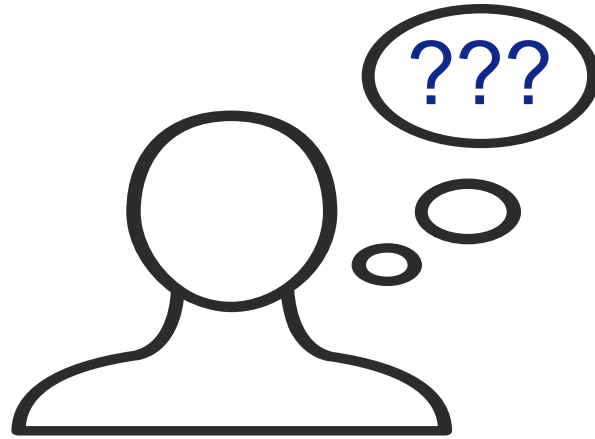
Mobilize community stakeholders to inform development of local solutions, responses and upstream opportunities



Action

Launch community actions and communications for broad engagement

Focus on speed over perfection and striking the necessary balance between reflection and action



Questions