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Vibrant Communities

OUR SAFETY AND WELL-BEING PLAN

Collectivités dynamiques

NOTRE PLAN DE SÉCURITÉ ET DE BIEN ÊTRE

Well-being Report Card
2022-2023

Produced By:
The Social Development Council of
Cornwall and Area



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Background

Vibrant Communities; Our safety and Well-being plan includes 52 strategies with corresponding solutions and action items aimed at improving the quality of life for Stormont, Dundas, Glengarry, Cornwall and Akwesasne residents. (SDGCA). This plan was approved by the United Counties of SDG Council, Mohawk Council of Akwesasne and City of Cornwall Council in the spring of 2022.

The Vibrant Communities; Our Safety and Well-Being Plan was a collaboration between The Social Development Council of Cornwall and Area (SDC) collective impact initiative, Vibrant Communities, and The Government of Ontario's mandated Community Safety and Well-Being Plan (CSWB). The SDC took the lead in developing the regional plan on behalf of the City of Cornwall, the Mohawk Council of Akwesasne and the United Counties of SDG.

The SDC, with the assistance of the United Way SDG, Vibrant Communities Working Groups, a Lived Experience Advisory Council, and in partnership with subject matter experts, finalized a feasibility study and action plan. The plan approved by elected councils can be found at **sdccornwall.ca/vc-plan**.

Once the plan was approved, the Vibrant Communities Working Groups established for each pillar began to work on implementation.

This five-year plan is ambitious and requires a feasibility study to help lead the prioritization of the implementation.

The working groups led by the SDC did take the lead on several action items you will learn about in this report card; however, over 100 community agencies have also been aligning their priorities to the ones identified by the community that can be found in this plan. Partners who have submitted progress that aligns with the plan will be showcased below. Although not an exhaustive list, you can see that Stormont, Dundas, Glengarry, Cornwall and Akwesasne are vibrant and robust communities supporting the most vulnerable.

Along with sharing the great work happening in our communities related to the plan, we have also awarded a letter grade to each strategy. This will help us determine where our efforts need to be focused for 2023-2024.

The five pillars, as determined by the community, are Mental Health, Health Services, Poverty, Community Safety and Community Well-being.

We have also updated the strategies and action items that consider any new and urgent needs our communities face. This living, breathing document will change as our communities do. You can find the updated strategies attached to this document.

2022-2023 Report Card



Mental Health Pillar



#1 Programs that have a focus on early intervention, prevention and that promote healthy childhood development.	A
#2 Ensure families and individuals have access to free counselling and addiction services.	C
#3 Break the stigma and raise awareness of mental health and addictions.	A
#4 Programs dedicated to children and youth.	A
#5 Programs that teach life skills, coping and resiliency to all ages.	B
#6 Continue working on becoming a dementia-friendly community.	A
#7 Knowledge and tools for employers on mental health and mental illness in the workplace.	C
#8 Adaptive, accessible, and flexible mental health and addictions service delivery to meet people and their individual needs.	B
#9 Provide better accessibility to mental health services in rural communities.	C
#10 Continue offering virtual Mental Health Services.	C
#11 Peer mentorship or support group programs in person and online around specific themes.	B

Spotlight on Community Initiatives

Social Development Council & Vibrant Communities

Our Lived Experience Advisory Council proposed a wellness room in local schools to help prevent mental health concerns among youth. We then learned that a Canadian Mental Health Association placement student had been working on something similar before the pandemic. We came together with both ideas, a \$5,000 grant from Caisse Desjardins Ontario and l'École secondaire catholique La Citadelle to establish a pilot for this initiative within their school. With further consultation with students, we created a safe, welcoming space within the school that students can use at lunch.



A teacher trained by CMHA supervises the space, and can be used by all students. A Mental Health resource wall has also been created in the space. The space is warm, inviting, and relaxing, with a reading nook, access to craft supplies, noise-cancelling headphones, and much more.

This room will be used as a drop-in space and host regular youth activities. We plan to offer workshops such as yoga, meditation, journaling, and coping mechanisms thanks to Le Centre de santé communautaire de l'Estrie sponsorship. We hope to have a positive evaluation by the end of 2023 to pair with a toolkit that we will use to encourage other schools and school boards to create their own wellness rooms.



Your Brain on Food program began with an OTF Grant received in 2019. Since then, Erin Abraham, our Food Literacy Coordinator, has been finding creative ways to deliver this program promoting strong mental health through food literacy to youth. As usual, the program received excellent reviews. Here is a quick testimonial from a parent: "My daughter has loved every minute spent at the cooking classes. She enjoyed the entire process, from cutting to mixing and then was able to cook with

the group. She feels much more confident now and has plans to try all the recipes at home. I definitely want to have such programs on a regular basis as it will benefit the young kids. Thank you".

CMHA Champlain East

CMHA rolled out local Mood Walks. Mood Walks is a province-wide initiative promoting physical activity in nature, or "green exercise," to improve physical and mental health. They are led by the Canadian Mental Health Association, Ontario, in partnership with Hike Ontario and Conservation Ontario. The program

targets four key elements: physical activity, social connection, skill building and nature



Delivery to Living Life to the Full program: Living Life to the Full is a mental health promotion course designed to help people deal with everyday life challenges and learn self-management skills using Cognitive Behavioural Therapy (CBT) principles. Course content and materials are practical and easily applied to everyday life situations. The course suits people of all ages – from youth to seniors.

Mental Health Week 2023 and Flag Raising Event was a huge success thanks to the numerous community partners, volunteers and staff who supported this event.



Youth Wellness Hub

The hub has continued to offer walk-in and brief services to youth aged 12-25 years. The hub provides a monthly LGBTQ2+ group, and in-kind partners offer a range of mental health, addiction, social, and community services. Youth Wellness Hub also provides a variety of organized groups each month addressing different topics. The Youth Wellness Hub offers in-person, virtual, and remote services in Alexandria twice a month. The hub is open in the evenings and offers walk-in services during all hours of operation; the hub offers family support services and services to youth. The hub hires peer support workers to provide peer mentorship and co-facilitation of support groups offered throughout the year, changing monthly. There is also support for youth during lunch and after school to have a place to work on their academics. The hub also offers weekly "chill nights," providing an opportunity for youth to participate in an organized activity with their peers while having a chance to access other hub services as needed.

Centre de Santé Communautaire de l'Estrée

Nous offrons les programmes suivants qui contribuent à une bonne santé mentale :

- Groupe de pleine conscience pour aînés (hybride)
- Groupe d'introduction à la thérapie cognitive comportementale
- Groupe Gestion des émotions intenses-adaptation de la thérapie dialectique comportementale
- Groupe Gestion de l'anxiété
- Programme de psychothérapie individuelle, de couple, familiale et de groupe
- Groupe de soutien pour hommes Khommeunique/Mentalk
- Groupe de soutien pour les gens vivants avec le cancer
- Outils puissants à l'intention des proches aidant (-en ligne)
- La thérapie d'intégration neuro-émotionnelle par les mouvements oculaires (EMDR) est offerte par des psychothérapeutes du CSCE
- Groupes de socialisation : Badminton, club de tricot, club de cartes et jeux de société

Catholic District School Board of Eastern Ontario – CDSBEO

Using the School Mental Health Ontario framework, school teams and the CDSBEO Mental Health and Addiction Counsellors foster the mental health and well-being of all students through teaching social-emotional learning, empathy, self-regulation and by purposefully including Indigenous and marginalized voices, resources and practices that serve as protective factors for overall well-being. School communities foster safe learning environments that ensure our students' physical and mental well-being. In collaboration with our School Community Liaison Consultants, our school mental health teams collect monthly data to inform our next steps in supporting student learning, mental health and well-being and ensuring that each child has the support they require.

Community Addictions and Mental Health Services:

Child & Youth MH Services offer extended hours to accommodate parents/caregivers/youth who cannot attend during business hours. CCH is an active Provincial Initiative One Stop Talk partner that provides virtual walk-in services. We regularly survey clients and caregivers to get feedback on receiving services at the time and place convenient to them through the Ontario Perception of Care survey. Our Child & Youth Mental Health Services are designed to offer services in the most appropriate location, including in-home, school, and office, to meet the needs of clients and families. Job postings have been adjusted to reflect our model of service. Under exceptional circumstances, Child & Youth Mental Health Services will offer taxi vouchers for families to attend our services. Families can also be referred to the Children's Access Committee for gas cards to attend community services. Community Addiction & Mental Health Services offer various services; social service workers and other college-prepared professionals, such as Child Youth Workers, are fully utilized within their scope of practice.

CAMHS offers trauma-informed counselling and therapy as well as supporting individuals experiencing PTSD. We have therapists who provide EMDR in their practice.

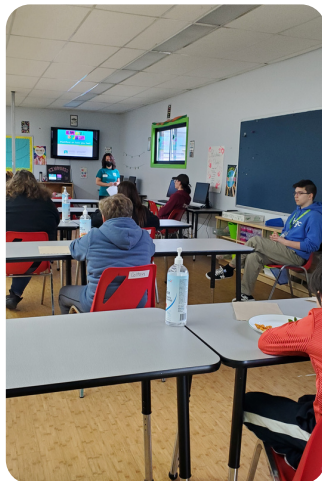
Child and Youth Mental Health Community Addiction & Mental Health Services also have satellite offices in Winchester and Alexandria.

CCH has a Senior Friendly Hospital Strategy, including a Senior Friendly Committee with caregiver representation. We have a Geriatric Mental Health Services, which includes a partnership with The Royal Geriatric Psychiatry and Geriatric Day Hospital Program.

Big Brother Big Sisters of Cornwall and District:

We implement a Wellness Workshop Series for the kids in our program. After meeting with our Bigs, they identified that many of our kids were suffering from social anxiety and stress. The Wellness Workshop Series includes monthly yoga and meditation classes to help with social anxiety and stress. Workshop on topics such as cybersecurity and consent will be offered by the end of 2023.

BGC Cornwall/SDG



We provided Mental Health First Aid training for 12 staff, Living Works training for 20 staff and ASSIT training for eight staff. We have offered Flex Your Head, a mental Health Awareness program for youth 13-18, at 4 of our locations (Alexandria, Winchester, and 2 in Cornwall). We are running 2 "Learn, Choose, Act" in-school programs in north Dundas, where we teach conflict resolution, building self-esteem and healthy relationships.

We have run Torch Club, a leadership program at 3 locations (2 in Cornwall and 1 in Winchester). This program provides youth leadership opportunities, building confidence to support and strengthen mental health.



SVCHC continues offering many programs that teach life skills, coping and resiliency. TLC, Finding My Authenticity, Stress Management, Powerful Tools for Caregivers, Living a Healthy Life with Chronic Pain, Balance for Life, Emotions and Me, Living Well with COPD. We also offer programs to support peer mentorship and programming around themes like Social Drop-In, community gardening, Wellness Walkers, Get with IT., Healthy You, Cardiac rehab, Cardiac maintenance, and Health Healthy Eating.

Our local EarlyON centres and satellite sites are now all operating in person again. RECEs are employed at all our local EarlyON centres and can provide parents and caregivers with information about child development and how to access community support if needed. Our local EarlyON program offers the TLC program for Ontario Works LEAP program participants and 'Triple P' group programs to support parents and caregivers in navigating common problems (behaviour management, sharing, potty training, biting, separation anxiety, temper tantrums). We also offer a mix of in-person and virtual groups such as "Baby and Me," "Baby Tales," and "Preschool Yoga." Parents and Caregivers can reach out in person or virtually (phone, email) to get support with questions regarding child development and how to access various community resources.

We have delivered 15 Child Welfare Redesign Presentations and 12 Duty to Report Presentations to Community Partners. A Community Leadership Day was hosted to bring Executive Directors and Directors together to discuss the importance of our partnerships, identify critical service gaps in our community, discuss Child Welfare redesign, and share the new CAS of SDG Strategic Framework.

As of June 2023, all of our front-line staff will begin using the Ages and Stages questionnaires, which is a tool used by community professionals and will allow for consistency and collaboration between services with the Children's Aid Society and the community partners to bring consistency to parents who are receiving services from multiple agencies in our community. We worked closely with Dr. Cookson, who offered the Cocoon program to expectant and new mothers in the community with the goal of early intervention for mental health and promoting healthy childhood development for the babies.

Carefor

We revised one of the ADP program days to focus on the Mental Health needs of clients. We also advocate for individual clients needing support from CMHA or Addiction Services. We complete home visits to meet clients where they are and make special arrangements for meal delivery for clients living with addictions. Our plan is in the initial implementation stage for Naloxone training, and we have arranged for staff to receive Mental Health First Aid training from CMHA.

Transition Cornwall +

Transition into Spring taught many life skills, coping and resiliency like growing food, saving seeds, composting, recycling, active transportation, swapping and art from trash. The Monthly Seeker and Seaway News articles cover subjects like coping and resiliency.



North Dundas Economic Development Officer

The Township has been a great partner to Seaway Valley Community Health Center by promoting their Mental Health courses and providing the event venue at the Joel Steel Community Centre.

North Dundas Chamber of Commerce

We share online webinars dealing with mental health from various sources with our over 900 business community contacts through our weekly newsletter. We also list Mental Health resources on our website shopnorthdundas.ca.

North Glengarry Economic Development Officer

We have a Joint Employer/Employee Health and Wellness committee; we regularly communicate with employees and share information/programs available to employees. We value our employees' mental health and host social events organized by the committee (including step competitions, softball tournaments, mud hero, staff BBQ, office breakfasts and fun Fridays once a month) and offer exercise classes at lunch, open to all.

Ontario Provincial Police - Stormont Dundas and Glengarry Detachment



The SD&G OPP and CCH continue to see great success in mental health services delivered through our Mobile Crisis Response Team (MCRT). The MCRT services have seen significant enhancements through a grant from the Solicitor General. The funding has allowed us to enhance our ability to deliver live, community-based interventions and services to persons suffering from mental health episodes.

It continues to reduce the number of persons being apprehended by the police. It reduces repeat calls to police and crisis teams as persons are better connected to services earlier and more quickly, thus better meeting their needs. We have continued to strengthen our partnership with the Cornwall Community Police Service, ensuring that the MCRT and VSMART programs operate more seamlessly for persons that may be transient between the United Counties and the City of Cornwall. We continue to work on the program's evolution so it can continue to evolve and better adapt to serve the needs of those most at risk.

Cornwall Police Services

The Vulnerable Sector Police Officer, paired with a Social Worker (Vulnerable Sector Mobile Acute Response Team), continues to be a vital resource in our community to serve better those experiencing mental health issues. Since launching in 2018, the team has made some adjustments to ensure the services offered are significant to the vulnerable sector. VSMART is incredibly conscious of the need to decriminalize mental health. In recognizing this, the team has altered their vehicle, eliminating all “police” decals, making it entirely unmarked yet fully capable of urgently responding to crisis calls and performing follow-ups.



The team has also implemented a low-profile uniform designed to limit anxiety and differentiate the team from a regular frontline police officer. These efforts help eliminate the stigma associated with mental health, permitting the team to speak to clients while providing them with respect and dignity when they are most vulnerable. Annual submissions to the Community Safety & Policing – Provincial Priorities Grant funding are done to assist with program sustainability while seeking funding opportunities for team expansion. In 2022, the average apprehension rate by officers was 30%. This is a 12% decrease from 2021, representing that the training and support of the VSMART is assisting with ensuring only those who need to be apprehended are being apprehended. The hospital wait time for officers has also decreased from 1hr37m to 1hr17m. Vulnerable Person Registry increased number of new registrants by 42.8% from 2021. This registry provides first responders with crucial information about the person if they have any involvement with police and go missing.

This information could include information such as familiar places they frequent and the best methods to approach the person.

In 2022, the CPS collaborated with the Alzheimer Society of Cornwall & District, as well as the Ontario Provincial Police and Akwesasne Mohawk Police Service, to begin the research for a new initiative called Project Lifesaver, an initiative to protect and quickly locate those living with dementia who go missing or are lost. Project Lifesaver uses technology to assist in the search and rescue efforts of those who wander and get lost. It has been proven to considerably reduce the search time for police, preventing the risk of more significant harm to those who may go missing. The research and implementation carried over into 2023 for complete implementation in April 2023, with this service now available to local residents.

In May of 2022, Crisis Intervention Training was provided to an additional 12 members of the CPS, including Constables, Dispatchers and Special Constables. This training equips frontline staff with the ability to intervene during times of crisis and to facilitate connections with community partners.

The CPS is pleased to work with the Akwesasne Family Wellness Program and often refers victims of domestic violence, self-harm, abuse and other matters to this vital resource.



#1 Work with existing efforts to attract and retain medical professionals to fully service our communities.	B
#2 Workshops and classes dedicated to prevention.	A
#3 Opportunities for free access to indoor and outdoor physical activity and equipment.	C
#4 Advocate for true Universal Health Care.	C
#5 Advocate for extended health coverage for new Canadians.	B
#6 Continue offering virtual Health Services.	B
#7 Adaptive, accessible and flexible health services delivery to meet people and their individual needs.	B
#8 Ensure members of our community have access to transportation in order to attend their medical appointment.	B
#9 Work with health care providers to ensure better accessibility in rural communities.	A
#10 Advocate for barrier free parking at medical facilities.	D
#11 More support for Allied Health Services.	B
#12 Educational opportunities to teach individuals about new technologies now being used in health care.	A

Spotlight on Community Initiatives

Social Development Council & Vibrant Communities

The 52 strategies in the Vibrant Communities plan were scored through a feasibility matrix to help prioritize the most significant needs. The number one strategy identified is to work with existing efforts to attract and retain medical professionals to service our communities fully. Our Health Services Working group understood that our municipalities and hospitals were working on their own attraction strategies, and the intention was not to duplicate any effort. This is where the idea of this summit came to life. Let's bring everyone under one roof to talk about the extraordinary work already happening; let's discuss the most significant needs and identify the gaps we can collectively address as a community. Together, we are stronger.



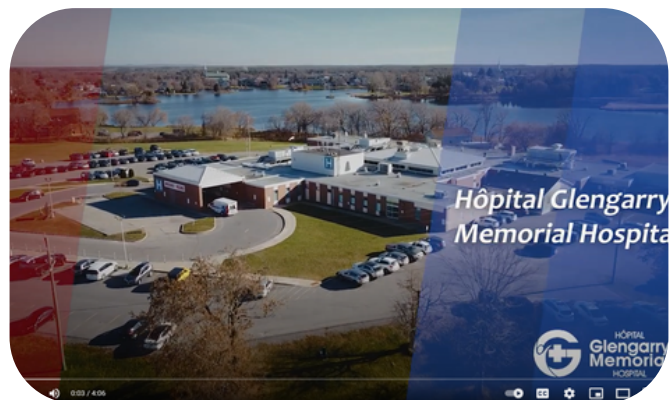
We worked with our partners at the Great River OHT and the United Counties of SDG to plan a Health Recruitment Strategic Planning Summit.

The Summit occurred Friday, March 3rd, at the South Stormont Community Hall, with over 100 individuals participating.

The Summit planning committee has reviewed all the brainstorming notes from the summit and created an action plan that has been shared with our partners. The five strategic priorities are Advocacy, Collaboration, Human resources, Recruitment and Community Economic and Social Development. We have initiated the Regional Interagency Health Human Resources Project Team, co-led by the Great River Ontario Health Team and the Social Development Council, to guide the implementation of the five pillars.



United Counties of SDG



In terms of Health Services, we worked with the SDC to establish a new working group in association with the Great River Ontario Health Team, which has since put on a Health Summit to bring together 100 industry experts to share their concerns about the shortage of medical professionals and to strategize next steps. A report has also been finalized. We have also created signature recruitment videos for Glengarry Memorial Hospital and Winchester District Memorial Hospital to highlight their needs. Later this year, we will roll out a

marketing campaign aimed at medical professionals as part of a contest format.

Cornwall Community Hospital

CCH (Medical Staff Office) has a long-standing relationship with the City of Cornwall to recruit physicians to the hospital. The City provides some financial support for relocation costs. CCH is actively involved as the Transfer Payment Agency in the Great River (GR) Ontario Health Team (OHT). Through a collaborative effort, the GR OHT and SDG Developmental Council hosted a regional Health Human Resources Strategy Day. We have a primary care provider (Dr. Marilyn Crabtree) as our Clinical Lead. She has organized a group of primary care providers to facilitate health system transformation in our region through the OHT mandate. CCH is actively recruiting pediatricians and psychiatrists.

CCH Community Addiction and MH Services offers parking passes to vulnerable clients to attend appointments at the Community Addiction and MH Building.



Seaway Valley Community Health Center

We offer Balance for Life (falls prevention), Wellness Walkers, Social Drop-in, Cardiac maintenance, Health Healthy Eating along with OTN, PCO accompaniment, Bridges interprofessional team, Student Support for Clients, Lung health, RDs, cardiac, BFL, Primary Care Outreach.

Centre de santé communautaire de l'Estrie

Nous offrons les programmes suivants qui contribuent à une bonne santé:

- Programme Introduction aux aliments solides pour bébé (-en ligne).
- Programme Bébé en santé propose une évaluation complète de bébé et de l'enfant d'âge préscolaire et scolaire jusqu'à l'âge de six ans par une infirmière praticienne.
- Craving Change programme en nutrition ayant pour but d'améliorer la relation avec la nourriture
- Programme d'éducation sur le diabète (Clinique du Diabète)
- Programme de lombalgie.
- Cliniques communautaires de vaccination contre la grippe et contre la Covid-19 entre 2020 et 2022.
- Programme de cessation du tabac avec le Modèle d'Ottawa pour l'abandon du tabac dans les soins primaires en collaboration avec l'Institut de Cardiologie de l'Université d'Ottawa.
- Carrefour pour le Bien-être des jeunes de Cornwall et Rockland.

J. W. MacIntosh Community Support Services

JWMAccSS continues to provide transportation to our clients in South Dundas for medical appointments. We are providing approximately 11-12 drives for medical appointments per week. WMAccSS is setting up meetings with the St. Lawrence Medical Clinic physicians to explain our programs better and allow new physicians arriving at the clinic to be aware of our services. JWMAccSS has provided our Supportive Housing and Assisted Living for High-Risk Seniors with a Telus Living Well Companion. This offers 24/7 access to emergency response.



Maxville Manor

The Maxville Manor van has a Wheelchair lift and can accommodate eight passengers. In partnership with Carefor Health and Community Services, this vehicle is operated by a skilled driver and rides coordinated by the Maxville Manor.

Carefor



Carefor continues providing transportation services for residents of the Eastern Counties to medical appointments despite losing 75% of the driver volunteers during the pandemic. We assist as much as possible in providing transportation to asylum seekers/refugee claimants needing to attend medical appointments. We also provide one-to-one assistance to individual clients needing support with new technologies in health care. Occasionally, we assist in setting up personal devices for clients' virtual medical appointments and provide guidance on accessing MyChart.

Cornwall Transit

Cornwall Transit has actively improved over the past year in ensuring that members of our community have access to transportation to attend their medical appointments. The most productive change has been the implementation of additional Handi-Transit routes to service the needs of the public. A year ago, we had anywhere between four designated Handi-Transit routes scheduled on the weekday, providing 34 hours of service to the community. We have expanded to five routes providing efficient door-to-door service, increasing the weekday hours to 42 hours per day. We have seen a growth of 20% in serviceable time to ensure that members of our community have access to the transportation they need.



Local Immigration Partnership

LIP Advisory Committee members have indicated that healthcare coverage presents a gap in service that needs to be addressed. Committee members are committed to working together and continue discussing this topic.

TR Leger Immigrant Services

Settlement Services include information and orientation sessions and referrals to Canadian Mental Health Services, Cornwall Community Hospital, Seaway Community Health Center, Banking and Financial Services in Canada, Emergency Services, Rights and Responsibilities, Canadian cultural norms, and Federal, Provincial and Municipal government programs and services.

Association canadienne-française de l'Ontario SDG



La mise en œuvre de Carrefour Immigration Crossroads nous a permis de servir plus de 1700 personnes vulnérables. Plus de 6000 référencement ont été réalisés, dont environ 3300 référencement aux services essentiels pour les nouveaux arrivants.

Tri-County Literacy Council

Tri-County Literacy Council offers Tablet Training and Basic Computers Training. Trainings are advertised widely throughout the region via posters, emails, social media, and all other media channels. Both trainings will be offered again in the coming months and will help individuals become comfortable with new technology, particularly tablets. The agency has provided services to local nursing homes and retirement residences, including online training.



Le Centre Moi j'apprends

Le Centre Moi j'apprends a offert de la formation numérique à 30 nouveaux arrivants afin de développer leurs compétences en informatique. Ces compétences leurs permettront d'avoir accès à des services en ligne ou de s'auto référé dans le domaine de la santé ou autres.

GIAG Adult Day Program

We have recently offered virtual reality training and a Chrome book lending library for virtual programming and Zoom sessions (bingo, jokes, art, exercise, fall prevention, cooking and Virtual caregiver support).

South Glengarry Parks and Recreation

We provide a variety of programs that support healthy living, such as the outdoor Nordic pole walking program, Indoor pickleball at various locations, Indoor badminton, and access to 15+ parks/green spaces/play equipment.

Cornwall Public Library

To support the health of our community, the library has four Nature Walk kits in the Library of Things collection. Each Nature Walk kit includes binoculars, a flashlight, a stopwatch, a headlamp, and a compass to facilitate hikes, bird watching, and spelunking. The library also has a telescope for loan for astronomy-related activities, a regular pair of binoculars for loan, and two kites. The library loans many items to support various indoor activities, such as playing music and developing coding skills, with two ukeleles, coding kits, and modular robotics of several types. Other hobbies, such as sewing, art, and performance, are supported through the library's mini handheld sewing machine, green screen, Intuos Drawing Tablet, and a Party Rocker speaker for karaoke. Kids can also explore their world with lab sets for young children, VR glasses, a Harry Potter Coding kit, and more. Additional items that support the interests of the community and promote indoor and outdoor physical or tactile play will be evaluated for inclusion in the collection on an ongoing basis.

South Stormont Parks and Recreation

We offer opportunities for free access to indoor and outdoor physical activity and equipment. We also host free summer events for South Stormont Residents, many geared towards children.



North Glengarry Parks and Recreation

We offer free programming such as Walking/Running track, Parents & Tots activities, Free Public Skating, Outdoor exercise equipment at Island Park, Glengarry Trails, Family Day Events, and more. These programs support our residents to lead healthy lives.



Raisin Region Conservation Authority

Raisin Region Conservation Authority (RRCA)'s three Conservation Areas continue to provide opportunities to connect with nature year-round. Gray's Creek, Charlottenburgh Park and Cooper Marsh offer 25 km of hiking trails, including accessible trails, available at no cost to visitors.



South Dundas Parks and Recreation

The South Dundas Recreation Master Plan was finalized in September 2022 and saw ideas on how to guide and manage the development of facilities, programs, and services in South Dundas over the next ten years. Recommendation #27 addressed establishing drop-in times for youth and adults within existing multi-use spaces. In the spring and summer of 2022, South Dundas Recreation hosted free drop-in ball hockey at the Morrisburg Arena for youth and adults.

In August 2022, the South Dundas Lending Library expansion project successfully received the Canada Healthy Communities Initiative grant funded by the Government of Canada. The project aimed to improve our residents' physical and mental well-being by encouraging families and individuals to integrate active living into their everyday lives as they learn, work, and play by promoting healthy living and accessible equipment.



South Nation Conservation Authority

All of SNC's Conservation Areas are free to use. The trails are maintained in partnership with our member municipalities (with select trails maintained throughout the winter). Residents are encouraged on social media throughout the year to get out and enjoy the trails in their area. SNC supports events to encourage residents to step outdoors and into nature. Facility use permits also allow visitors to use SNC natural spaces for free and by donation. As part of SNC's 75th anniversary in 2022, SNC delivered a 75km challenge, encouraging residents within the South Nation watershed to get outdoors and log their steps when walking, biking, swimming, or canoeing within South Nation's Conservation Areas.



Additionally, SNC maintains geocaches throughout its inventory of conservation land, and visitors are encouraged to complete one of SNC's Geo-Passport Tours to learn more about the watersheds. Participants who complete Geo-Passport tours are provided with a commemorative geocoin. SNC's Community Environmental Grants program helps support and provide funding to community groups for projects and events that encourage the use of waterways and Conservation Areas.



#1 Accessible client-centered services providing equal consideration and treatment for all clients.	B
#2 Advocate for accessibility to basic needs.	C
#3 Identify the gaps in services offered to the working poor.	C
#4 Ensure adult learners have access to diverse and inclusive learning opportunities	B
#5 Adaptive, accessible and flexible social services delivery model to meet people's needs.	C
#6 Equip individuals with skills that build resilience.	B
#7 Prevention and mentorship programs that can break the cycle of poverty.	B
#8 Remove the stigma often associated with living below the poverty line.	A
#9 Supporting children of low-income families.	B
#10 Ensure we have adequate housing for all.	B
#11 Join a campaign that encourages employers to pay a living wage.	A

Spotlight on Community Initiatives

Social Development Council & Vibrant Communities

On Wednesday, May 25th, we co-hosted a Provincial Election All Candidates Debate with the Cornwall & Area Chamber of Commerce. We asked about Mental Health, Health Services, and Poverty and an essential question about the relationships between the province and Akwesasne. Then, several audience members asked thought-provoking questions to our candidates. We are grateful to YourTV Cornwall for broadcasting the event and the Cornwall Public Library for providing the venue.



This debate was to inform voters about their candidate's standing on important issues and keep our elected officials accountable. During the 2022 municipal election, we asked candidates in all seven municipalities their views on addressing the housing and homelessness crisis. We shared those answers with the public to ensure votes were informed at the polls.



Poverty Pillar Continued

In August, we became part of the Many Faces of Urban and Rural Displacement project. We are 1 of 4 distinct communities across Ontario collaborating on this initiative: Kingston and District, Oxford County, the Region of York and Cornwall and SDG. The focus is to engage and work alongside tenants with the lived experience of precarious housing, collecting the narratives of those impacted in urban and rural settings and mapping the displacement. Since displacement is largely invisible, acquiring this information and data is critical to understanding the extent of the issue, which will inform housing and rental policy moving forward. Individuals with lived experience of displacement are central to this work.

Our Local Engagement Coordinator met with 50 people to hear their stories, exposing the underbelly of the more significant crisis of displacement occurring in communities across Ontario. Solutions exist within communities and can be mobilized, but only once the full extent of the problem surfaces and those most impacted have a role in asserting their rights and defining solutions. Stories from all four communities will result in a report including recommendations to the municipal and provincial governments.

The second piece of this project is engaging tenants. This looks different in all four communities. For us, it's the establishment of the Tenant Association of Cornwall and Area. They launched their association with a tenant information night in August 2023.



On March 29th, 2023, our Employability network's job fair expanded to include a Community Connections component in partnership with the Newcomer Employment Welcome Services. This was a perfect marriage with the efforts of the City of Cornwall's Economic Development department that coordinated Cornwall Transit rides to and from the DevCenter, which houses hundreds of asylum seekers. This partnership even drew the attention of CTV News. This was our biggest job fair, with 67 Employers, 18 service providers and over 1100 attendees.



The Employability Network does more than host the annual job fair. We identify needs within the employment market and support employers through workshops and education. On February 1st, 2023, we hosted the first Employer Engagement Breakfast at the Ramada Inn. This was made possible by a sponsorship from Drake International. Over 50 employers from various sectors joined us to discuss their greatest needs, barriers, and concerns. The Network is now hosting employer-focused workshops based on our conversations from the Employer Engagement Breakfast.

The Regional Emergency and Strategic Response Council remained active over the last 12 months. One of the more significant projects that began last year stems from the Housing and Homelessness Working Group, which Juliette and the United Way lead. A consultant was retained to create a housing landscape report. The SDC supported this work with sponsorship and engaged our Lived Experience Advisory Council to consult on this work. This will provide us with a mapping of all Housing Services across Cornwall, SDG and Akwesasne to help us identify the service gaps. Ideally, this report will help us initiate programs to ensure individuals are appropriately housed. We are also grateful for sponsorship from Seaway Valley Community Health Center, which has allowed us to support vulnerable individuals with emergency food cards and our front-line sector with workshops on Burnout and Stress.

United Way SDG

We continue to financially support the Tri-Literacy Council of SDG to provide free training opportunities for our region. We are part of a non-official food security group led by Stephen Douris that is exploring ways to expand the days and times food services (soup kitchens) are available, including weekends and other unserved days.

We have qualified as a living wage employer, the first in SDG. We began actively promoting Living Wage in February 2023, which included a video: <https://unitedwaysdg.com/living-wage-in-stormont-dundas-glengarry-cornwall-akwesasne/>.

We have identified transportation as an issue while on the A Home Collaborative working group discussing the future sites of affordable housing across SDG; we prioritized transportation when identifying priorities to discuss with various ministers of the provincial government with fellow UWs in Ontario.

The United Way supported the City of Cornwall in the Launch of Circles by assisting with purchasing all the technology needed to ensure the participants were adequately equipped to participate in the workshops fully.



We released a video to talk about the stigma of poverty: <https://unitedwaysdg.com/lets-talk-about-poverty-video/>. We are also working with HOL to build a workshop for rural municipalities to challenge them to rethink their bylaws regarding living in trailers, considering the increasing cost of living and the disappearing affordable housing stock. With the support of select members of the Housing and Homelessness working group, we are building a workshop on the realities of poverty and homelessness geared towards the Cornwall Police and, later, the OPP.

The United Way presented our Housing Reports to each rural municipality at the end of 2021/early 2022. They included recommendations of things the municipalities could do to ease the housing crisis in their region. We have funded the work of House of Lazarus in Morrisburg for the Community Hub.

Poverty Pillar Continued

In January 2022, we were part of a network of Ontario UWs that penned an open letter to the province right before the municipal housing summit: <https://unitedwaysdg.com/open-letter-in-advance-of-the-provincial-municipal-housing-summit-on-january-19-2022/>

The United Way SDG is the non-profit organization that sits with the representatives of local Municipalities on the A Home Collaborative working group – the continuation of the Mayor's Housing Task Force.

We continue to chair the Housing and Homelessness Working Group and ensure the presence of the Developmental sector around the table to consider the needs of those clients. We are working with a consultant to understand all the existing housing programs through various regional agencies.

The Agape Centre

The Agape Centre has implemented the following:

- Renovation of our food bank to create the Community.
- Renaming the foodbank "Community Market" alleviates the negative stigma of food banks.
- Creating an environment conducive to in-person shopping provides flexibility to meet people's needs.
- We've partnered with First Choice Haircutters to offer free haircuts.
- On-site community garden boxes for access to fresh vegetables.
- Created the Community Resource Hub, which provides on-site access to various service providers in our community.



The Agape Centre is always focused on meeting the needs of our community and keeping food on the tables of children living in food-insecure households. We currently serve over 1,000 children each month in our Community Market. We are pleased to present Kids Community Kitchen to ensure that children can access nutritious food and school lunches. Each weekday between 7:30 a.m. and 9:00 a.m., our Community Kitchen will be open for school-aged children to drop in for a healthy breakfast and pick up a lunch for school.

Community Food Share

We continue to be a long-time Feed Ontario, The Good Food Organization member and partnered with Second Harvest in 2022. Our partnership with Second Harvest Food Rescue has helped us provide more food and more variety to our clients. We are also pleased to partner with local businesses to decrease food waste in our rural area. In 2022, we partnered with an area church and Lions Club for a third community garden. The community garden boxes successfully provided 313.50lb of fresh bounty for our food bank clients. Garden boxes were also available to community residents to tend and grow their own produce.



In the upcoming season, the Lions Club has set a goal to have a produce stand available to anyone in the community facing food insecurity. The Community Food Share board of directors is a big advocate of the living wage, demonstrating its importance by providing a living wage for our part-time staff.

Centre 105

Since Centre 105 started operating in 2017, we have always wanted our focus to be split: half on the food and half on the social side. Although there were instances during the COVID-19 pandemic where this divide leaned heavily towards nutrition, we have re-balanced. We have learned that having a safe place to be social is incredibly important. In line with that, we have also learned the importance of bringing essential services directly to those who need them.

As 2023 progresses, we continue to focus on bringing those essential services directly to our participants. Some examples include A hot and nutritious breakfast three times per week (Tuesdays, Wednesdays, Fridays, from 9 am-12 pm), a safe, non-judgemental social space to see friends, hang out, read the newspaper, play games and learn about other community programs.

The Recovery Care Mobile Clinic has visited Centre 105 every Friday for over a year. The mobile clinic features a nurse and an addiction counsellor. These two have created powerful bonds with our clientele. Some of the feedback we have heard is that often, people wouldn't go somewhere to speak to a counsellor or seek out medical attention, but the fact that it is right on-site at their local soup kitchen, they will use the services.



We welcome the Cornwall Public Library staff on-site to participate in fun activities with participants and promote all of the excellent services offered at our community library. Starting in May, we will have a representative from the City of Cornwall Housing Programs on-site every second Tuesday to support Centre 105 participants. We feel that making basic needs accessible to the most vulnerable individuals in our community is a must. At Centre 105, we plan to continue offering as much support to those in need as possible.

Food Banks United

We hosted Feed Ontario's Road Show for their Hunger Report Release. We are currently working on a new Food Banks United Report on the needs of foodbank clients in Eastern Ontario. We are also in the process of analyzing data collected from surveying our food bank clients. This will promote the report and share the information in Fall 2023.

Local Immigration Partnership

LIP works with partnered agencies to identify ways to support the settlement and integration of immigrants into local communities. LIP works closely with our Advisory Committee to help support their efforts in removing the stigma associated with living below the poverty line. Often, this message is addressed at our quarterly meetings.

Newcomer Employment Welcome Services

NEWS is funded by Immigration, Refugee & Citizenship Canada to provide employment settlement services for newcomers in need and ensure successful integration into the community.

TR Leger Immigrant Services

We help newcomers settle in Cornwall, ON. TR Leger Immigrant Services has been assisting newcomers to Eastern Ontario since August 2008. TRLIS is a part of the Upper Canada District School Board and operates under the TR Leger School. TRLIS is funded by Immigration, Refugees and Citizenship Canada and is dedicated to serving Permanent Residents, Live-in-Caregivers and Convention Refugees with settlement and immigration needs. Immigrants and Newcomers to Canada are welcome to visit our center to:



- Use the computer/internet/phone/fax
- Find information regarding housing, employment, education, health, transportation, community, government services, etc.
- Receive help completing Permanent Residence or citizenship applications
- Speak to a qualified Settlement Worker regarding immigration or settlement questions
- Receive information regarding English as a Second Language and LINC programs.

L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry

À travers nos initiatives en développement économique et de représentation on a continué de contribuer au plaidoyer commun pour l'accessibilité et le rayonnement des services de base.

Cornwall SDG Human Services – Housing:



The City will add 120 rent units geared to income, affordable and near-market housing in Cornwall and SDG. The A Home Collaborative has been formed to consolidate all local housing plans for the region into a single, collaborative housing strategy working with municipal and non-profit partners.

We have worked with municipal partners across the region to identify and plan to secure serviced vacant land for future housing development.

We will have fully implemented our By Name List by June 30th. This tool will realize a housing-first strategy for individuals experiencing homelessness in our region.

We supported the Last Resort fund to supplement the work of the Housing Division to provide emergency and other housing supports to help stabilize those who are homeless or at risk of homelessness in our region. We deepened our support of the rent geared to income rent supplement program to retain and secure future affordable units.



Cornwall SDG Human Services - Child Care

In 2022, Children's Services conducted a complete review of the childcare fee subsidy program, which had the following outcomes: Online applications for childcare fee subsidy are now active and available. With the applications now being online, clients are no longer required to take time off from work to apply for services. Pamphlets regarding child care fee subsidies were created, printed and distributed throughout the community to ensure that families know the program/supports and how to apply.

Cornwall SDG Human Services - Circles

The Circles Campaign promotes the vision to end poverty by:

- Helping people in poverty to build resources and tools to help move themselves and their families out of poverty.
- By creating an action plan for positive change
- Members will analyze the impact of poverty at the individual and community level.
- Complete self-assessments of their resources
- Develop a support team with plans to stabilize their environment to move forward with their future dreams.



The Cornwall Circles team delivered a Bridges Out of Poverty full-day workshop on February 7th, 2023, with over 75 community partners, including police, Ontario Works staff, Children's Aid, local hospital staff and many employment agencies. An additional training session took place for all Human Services Staff with the City of Cornwall on February 8th, 2023. Community partners asked for further training/presentations from the workshop at CAS on March 22nd and Agape on March 28th, with others booked in the upcoming month at Job Zone & Centre de Santé Communautaire de l'Estrie.

Mohawk Council of Akwesasne - Community and Social Services

Our discretion among case managers is currently flexible due to our federally regulated income assistance program. We are now reviewing our policies and procedures to create more flexibility for clients and caseworkers. We have a dedicated caseworker who precisely does that transition piece from ODSP to CPP and provides discretionary funding where needed to minimize the gap. We work with our Department of Health and other programs within the Department of Community and Social Services to ensure every gap is covered service and finance-wise. We are working with Vibrant Communities to offer cultural training to service providers. We provide training to other Child Welfare Societies upon request.

United Counties of SDG

SDG Counties participated in working group sessions with the Eastern Ontario Wardens Caucus to discuss housing challenges and solutions. The Director of Planning & Economic Development, Manager of Economic Development and CAO all attended. The planning department is further working on a Growth and Population Study, which helps to highlight our current and future housing needs better.

Habitat for Humanity

Last year, Habitat for Humanity Cornwall & The Counties built and sold a home to a low-income working family in Cornwall. It was our first time working with the Mohawk Council of Akwesasne, who generously donated the beautiful building lot on Montreal Road. The family has had an opportunity to settle in and continues to thrive in their new home. I am also pleased to share that we started constructing another home in Winchester Springs on land generously donated by the Municipality of South Dundas. Our partner family is completing their required volunteer hours and anticipates moving into their beautiful home in June of this year.



Our home builds are more than building. They become a classroom for some, who learn new skills and become more familiar with construction. Partnering with St. Lawrence College, carpentry students typically spend 6 – 8 weeks on our build site with their instructor. Community members and sponsors are also invited to spend a day on the site, learning new skills and forging new friendships. As you know, with creeping interest rate hikes and large down payments required when purchasing a home, partnering with Habitat removes these levels of uncertainty for our families.

Once completed, Habitat Homes are sold at fair market value with no down payment, and Habitat holds and offers a no-interest mortgage. Mortgages are amortized for approximately 25 years, and monthly payments are never more than 30% of household income (or a traditional mortgage payment – whichever is lower). With the rising costs of homes, the affordability of a Habitat Home isn't necessarily in the home's selling price – but the mortgage model itself. The monthly mortgage payment of 30% covers property taxes; the balance is the principal payment. The payments themselves go into an account used solely to build more local homes for more local, low-income working families.

To help raise some of the funds to help build the homes, Habitat relies on our ReStore. Local companies and individuals donate household items and building supplies. Articles are then offered to the public at reasonable rates to help make home repairs/improvements/upgrades affordable. The ReStore also helps divert products from our landfills while being a central location for creative individuals to find affordable items for future projects.

Through the ReStore, we've launched the ReMove Project to help meet a growing need in our community. We often receive calls from people as they are downsizing or moving and from executors of estates who move household items to new locations but are unsure what to do with the rest of the 'stuff.' The ReMove Project is a fee-based service – designed to deal with the 'stuff.' Habitat Cornwall staff and volunteers will assist in sorting, packing, transporting, and reselling items instead of mass disposing of unwanted estate items. We work with community members to divert usable items from landfills and promote proper stewardship. The family no longer has to worry about the burden of the unwanted material. Habitat will even offer a basic cleaning (consisting of passing a vacuum and wiping counters) to ensure the dwelling is ready for its new occupants.



As a registered non-profit organization, we can issue a tax receipt to the donor or estate for the resalable value of the donated items in the ReStore. Items that can not be sold at the ReStore are transported to other community organizations: bedding and linen to OSPCA, clothing and food to Agape or Salvation Army, to help them serve their community members while diverting more product from the landfill.

Maison Interlude House

Nous étudions actuellement les options et les emplacements dans les cinq comtés pour créer une maison de seconde étape. Nous sommes en processus de revoir nos ententes de collaboration, les mettre à jour et nous sommes en processus de créer de nouveaux partenariats. Nous avons une personne de liaison qui s'efforce d'établir des partenariats avec les propriétaires et de nous aider à trouver des moyens à améliorer la crise du logement.

Nous avons créé une série de webinaires/sessions informelles qui démontrent comment faire un budget, des ressources disponibles et la façon de planifier vos repas sur un budget (trucs et astuces). Ces webinaires sont accessibles sur notre site web www.minterludeh.ca. Nous avons fait la promotion et offert des présentations dans les écoles pour discuter du consentement et des relations saines en partenariat avec l'OPP/la police de Cornwall. Un document a été créé et sera distribué dans les conseils scolaires plusieurs fois par année. Nous avons recommencé à offrir nos groupes (post pandémie). Pour un exemple, nous pouvons offrir un groupe pour les filles à l'école, appelé filles fantastiques, qui comprend cinq ateliers sur l'identité, la communication, l'image corporelle, les relations intimes ainsi que la santé et le bien-être.

Nous avons ouvert une boutique de seconde main, La Boutique PastELLE, il y a un peu plus d'un an et demi, qui offre gratuitement des articles à nos clients, mais qui est également accessible au public à des prix modiques.

Tri-County Literacy Council

TCLC holds active membership in Community Literacy Ontario and Literacy Link Eastern Ontario and extensively networks with the Ministry of Labour Immigration Training and Skills Development. More recently, the agency has created and delivered programming intended to recruit persons with disabilities who are often unable to access suitable training programs.

Tri-County Literacy Council created three new curricula designed to help participants with self-identified disabilities or other barriers to employment gain Essential Skills training and connect to employers via placements in the Cashier, Food and Beverage Server, and Transportation Industry. These three classes were successfully offered to 30 individuals and will continue to be provided at TCLC.

TCLC assessment office designs and conducts adult literacy assessment and workforce simulations to provide adult 'guidance counselling' to adults returning to school or taking occupational training. These assessments are often administered on behalf of others, including training facilities/workplaces. The assessment determines learning styles and goal-setting strategies leading to goal completion. An individual Learner Plan is created to guide the clients throughout their learning journey.





Tri-County Literacy Council offers free and confidential tutoring for adults. Trained volunteers are matched with learners who require individualized instruction. Matches are based on suitability. This service is intended mainly for learners unable to attend the times of traditional training or who may have emotional/social issues associated with returning to an educational program. Some learners have special learning needs that trained tutors can best accommodate. This is especially true when the learner needs assistance with specific skills related to their employment. Other learners may require confidentiality.

Many Tri-County Literacy Council training programs contain a module on "Wellness." This module covers topics such as managing stress, conflict resolution, a healthy diet, sleep's importance, and more. In addition, in many classes, guest speakers (i.e. CMHA, life coaches) address groups about healthy habits and mental health. TCLC also offers training called "Mental Gymnastics," where participants learn many cognition and mental resiliency skills. Guest speakers augment the training by providing real-life simulations, lively discussions and hints to practice at home.

Volunteers are recruited and welcomed into all training courses at TCLC. Volunteers mentor clients as they offer their skills and experiences. They become 'influencers' and mentors to many. TCLC offers entry-level occupational courses to help individuals find employment. TCLC designs courses around local market research. These courses often link with Employment Services and Employers to help individuals find work once they have gained the Essential Skills needed for the job. These courses include Daycare, Landscaping, and computer courses like Word, Email and Excel. Tri-County Literacy Council continues to offer "Make Cents, Save Money" – a training course designed to help participants learn the basics of saving and budgeting. This course is provided one-on-one with a volunteer tutor or in a small group format.



Job Zone d'emploi

Job Zone d'emploi assists individuals to find affordable training options. The agency has formal referral systems in place with local trainers and literacy providers. Employment Consultants are certified to administer and interpret the Strong Interest Inventory to assist individuals in evaluating their career and employment goals. The agency often works in partnership with Skills Ontario to promote the benefits of careers in the skilled trades and technology. If eligible, the agency can assist job seekers with the cost of short term training such as: WHMIS, First Aid/CPR, Smart Serve. Better Jobs Ontario, a training program funded by the Ministry of Labour, Immigration, Training and Skills Development to help individuals retrain for in demand careers, recently opened up eligibility to individuals from low-income households. Employment Consultants provide assistance with the completion and submission of Better Jobs Ontario applications.

\$ Poverty Pillar Continued

Job Zone d'emploi is a member of the Regional Emergency & Strategic Response Council and assisted with preparing and disbursing food hampers and gift cards. Job Zone d'emploi is part of the Service Coordination Youth Strategies sub-committee. This group is working on a social media campaign to inform youth about the community resources available to them



Job Zone d'emploi is also a member of the Employability Network, a group of community partners who provide information and workshops to address the needs identified by local employers. In 2021, Job Zone d'emploi organized a Bridges out of Poverty training session for employers. A total of 51 employers in SDG attended the session. The employer services team works closely with employers to help address any employment barriers faced by clients who are living in poverty.

Moi j'apprends

Avec la collaboration avec le CESOC et le programme stratégie jeunesse et compétences jeunesse nous avons offert de la formation numérique et de la formation de lecture et compréhension du français à une trentaine de nouveaux arrivants. Nous avons une structure de cohorte afin de maximiser la formation. Plusieurs d'entre eux se sont trouvés du travail. Quelques-uns sont dans le processus d'obtenir leur DESO (diplôme d'études secondaires de l'Ontario). Et certains continuent leur formation avec nous.



De plus, avec CMHA, une formation vivre sa vie pleinement a été offert à un groupe d'apprenants (10) à notre site de Cornwall. Voici un aperçu des ateliers. ✓ Confiance en soi ✓ Résolution de problèmes ✓ Gestion du stress ✓ Motivation ✓ Contrôle des idées négatives ✓ Gestion de la colère.

Eastern Ontario Training Board



The EOTB continuously applies for government-funded programs to provide FREE training and employment programs to assist the unemployed/underemployed (at-risk individuals).

The EOTB continuously applies for grants to deliver training and employment opportunities specifically to under and unemployed individuals with barriers to employment such as learning. These programs are marketed via social media, radio, cable, and newsprint and shared with our community partners.



The EOTB also shares information regarding other existing programs that are delivered by other agencies - directly with program candidates - which leads to referrals... also via sharing on our social media and through our YourNextJob website.

Our Job Developers advocate for our participants, who are often identified as living below the poverty line and either collecting OSDS or OW when helping them find suitable employment. The stigma can interfere with obtaining employment- deterring employers. Our advocacy helps open doors and help educate employers on the subject. We also provide data/statistics/information that we have collected/ will continue to collect. Participate in local campaigns - in person, by sharing information, videos and marketing via social media.

ACCFutures

In early 2023, ACCFutures launched a new program called ACCFoundations. This program is a micro-loan created to help those who may require additional diverse and inclusive opportunities to start or expand their businesses, focusing on those who are a part of the Ontario Disability Support Program (ODSP). Even though this is a micro-loan, there is a minimum amount of \$1000 to loan with a maximum of \$5000. Meanwhile, this loan focuses on individuals on ODSP; it is open to anybody who wishes to operate a business within the Akwesasne, Cornwall, SDG.

Seaway Valley Community Health Center

We ensure our clients are referred to the right service when needed. Staff advocate for their clients when necessary and social prescribing. We also offer programs such as TLC, Finding My Authenticity, Stress Management, Powerful Tools for Caregivers, Chronic Pain, Balance for Life, Emotions and Me, Living Well with COPD.



Centre de Santé Communautaire de l'Estrée



Nous appuyons nos clients à travers les programmes suivants.

- Programme La Boîte verte (groupe d'achat de fruits et légumes)
- Programme d'aide financière interne pour dépannage en situation d'urgence ou transitionnelle : cartes-cadeaux de divers produits de nécessité : alimentation, médicaments, transport, hygiène personnelle, etc.
- Jardins communautaires (transférés à Agapè depuis l'annonce de la retraite d'Ivan Labelle, agent de santé communautaire).
- Ateliers de groupe Gestion du stress et Gestion d'émotions intenses.
- Programme de soutien à la navigation dans le système des services sociaux pour les personnes souffrant d'une maladie chronique accompagnée d'au moins un problème lié à un déterminant social de la santé et présentant une limitation en matière de compétences personnelles et sociales.



CCH: Community Addiction and Mental Health Services

CAMHS has a representative on the Regional Emergency Response Committee, the Transitional Housing Working Group and the Housing and Homelessness Special Project working groups and supports the work of these committees and initiatives.

Through the Child and Youth Mental Health Services, we support children of low-income families by providing free publicly funded services. We inform and support families' applications to access Provincial funding opportunities for children with special needs and services at home.

Carefor

During the pandemic, we advocated with the government for additional funding to provide hot meals to isolated seniors needing food. We also advocate with and for clients for suitable housing/accommodations. Our Prevention of Elder Abuse program supports vulnerable seniors during challenging times. We provide immediate intervention for homeless seniors.



J. W. MacIntosh Community Support Services

We access funding for meals or other programs they struggle to pay for or cannot afford.

Transition Cornwall +

The Incredible Edibles Plant Giveaway introduces people to skills to re-localize our food and grow their own - a basic need.



Canadian Federation of University Women Cornwall and District

CFUW has contributed to the greater community through the following initiatives.

- Twelve scholarships were awarded to young women, one in each of the high schools within the SDG area. Criteria to be eligible for a scholarship include financial need. (bringing the number of total scholarships awarded to date to \$135,000)
- A donation of \$2600 to Naomi's Family Resource Centre in Winchester
- A donation of \$1000 to the Breakfast Program at Central Public School, Cornwall
- New Beginnings Project to Provide a Laundry Basket of Kitchen and bathroom items and cleaning supplies for the clients of Baldwin House who are establishing a new household.





North Glengarry Economic Development Officer

Parks and Recreation Action Plan is underway and will include consultation with the public to identify gaps in services.

Children's Aid Society of SDG

Orange Shirt Day/National Day for Truth and Reconciliation
Community Event September 30th: Hosted by Akwesasne
Representative and Advocacy Program (ARAP), Akwesasne Child
and - Family Services (ACFS), CAS and the City of Cornwall.



Indigenous People's Day Educational and Honouring our Roots
Together Tree Planting Ceremony with Akwesasne Representative and
Advocacy Program, Akwesasne Child and Family Services and CAS on
June 22nd for a day of learning, reflection and celebration of the journey
that is taking place to heal and rebuild the relationship developed
between the Akwesasne Representative and Advocacy program,
Akwesasne Child and Family Services and the Children's Aid Society.

Sexual Assault Support Services Stormont, Dundas, Glengarry & Akwesasne

Our SASS support groups, as well as individual counselling sessions, have supported women over the age of 16 by covering topics such as healthy boundaries in romantic, sexual and familial relationships; positive, assertive communication and self-advocacy; and how to recognize and develop healthy relationships with self and with others. We work on themes such as self-compassion, self-care, and forgiveness, as well as managing anger, frustration and feelings of self-blame and shame. We host coffee meet-ups and lunches so women may develop strong, supportive, and healthy peer-to-peer friendships with others with similar lived experiences. In these support groups and sessions, we introduce clients to tools such as journalling, healing art, mindful breathing, meditation, emotional regulation, and many others. After counselling, clients are better able to recognize, name and manage their emotions and feel empowered. They find their voice, feel less isolated, start prioritizing themselves and assert healthy boundaries in their relationships with others.

Our Summer girls empowerment camp, school and social media campaigns ensure that we can also get these positive, self-affirming messages out to those under the age of 16 in the community. We have connected with many community partners, such as Diversity Cornwall and the Local Immigration Partnership, this past year, striving to create an inclusive and collaborative environment for our clients at SASS. We began an EDI Needs Assessment Project, which enabled us to assess growth points and opportunities for positive change that we will continue to evaluate and implement. These outcomes and steps forward create protective solid factors for our clients, promoting individual and collective healing, and have a generational ripple effect in the community. The healing these women experience enables them to continue to work and contribute to the community, parent and raise their children healthily, and avoid and manage unhealthy coping mechanisms such as addictions.

EarlyON

Our local EarlyON program offers the TLC program for participants of the Ontario Works LEAP program (young single moms working toward their high school diploma). Our EarlyON main sites are located on main bus routes in the City to ensure easy access for families of all socio-economic statuses.

Big Brothers Big Sisters of Cornwall and Area

After meeting with our Bigs, they identified that some of our kids were experiencing food insecurity. Our Wellness Workshop Series includes monthly cooking classes offered to our matches to teach them how to cook healthy meals on a budget. A grocery gift card is also given to the Littles so they can make the recipe at home again. Personal hygiene kits were given to all Littles, including tampons and deodorant, as these products can be expensive. In February 2022, we had a total of 16 active matches. As of today, we have 43 active matches.

Cornwall Interfaith Partnership



We had breakfast with Centre 105 folks to listen and found out that there was a need for a water station to give better access to water for those in need and to reduce plastic waste. We urged the City of Cornwall to add a water station to Centre 105 and the Agape Centre. We also arranged donations of coats and socks and financial contributions to the Centre. We also visited the local Gurdwara to understand the Sikh community better. Subsequently, we organized a lunch prepared by the Sikh communities for the international students at St Lawrence College to welcome them and provide a meal to students who are often struggling with food security.

North Glengarry Economic Development Officer

We create and promote low-cost or free activities available to all to ensure cost is not a barrier for our residents to have a strong and vibrant quality of life.



Catholic District School Board of Eastern Ontario

The CDSBEO is focused on effective, inclusive, and successful education and transitions for all learners. At CDSBEO, the Good Samaritan Trust Fund assists CDSBEO students and families who may need financial support beyond what organizations such as food banks, snow suit funds, breakfast clubs and the like can offer. Sometimes, unfortunate circumstances may arise where families in our schools experience distressing situations. Examples include families in which a parent has a severe illness and whose income is resultantly lost or where a student lives independently and struggles to complete school while working to support themselves. Funded entirely by gifts, charitable donations and bequests from individuals and corporations, The Good Samaritan Trust Fund is overseen by a committee of regional community volunteers, teachers, and CDSBEO staff. It is important to note that 100% of all monies donated to the Fund are disbursed to those in need, and regional volunteers conduct all administrative and committee work.

Recognizing we cannot do this work alone, we take pride in many external partnerships in support of our students and families as they navigate their education journey. Individual schools also provide community-resourced breakfast programs, assistance with school uniforms through our uniform supplier and other school-based supports to families.

Poverty Pillar Continued

From 2018-2022, CDSBEO was engaged in the following inquiry with Dr. Nicole West-Burns, “What happens to our practice when we support educators to understand Culturally Relevant and Responsive Pedagogy and specifically issues related to students facing socio-economic issues?” With the guidance of Dr. Nicole West-Burns, we examined the literature we use, the experiences we offer, and the extracurricular choices we have in our schools with an “accessibility for all” lens.

The impact of our exploration of socio-economic issues in our schools was that school teams reflected on school programs and extra-curriculars by ensuring that learning and participation are accessible to all, regardless of socio-economic factors.

Cornwall & District Labour Council

We worked diligently on the healthcare referendum on May 26-27. If we can not protect public healthcare, working people and those with inadequate and insecure incomes will suffer significant losses to public Medicare. We are all experiencing it already and we are working hard to turn the tide. Public programs that support everyone and act as equalizers in society are in jeopardy through inadequate government support.

We financially support the workers of PSAC who are fighting for a wage increase that at least meets the COL increase. Furthermore, we walked with them and encouraged other unions to support them. We contributed to the Tampon Tuesday efforts led by the United Way.



BGC Cornwall/SDG

BGC offers RTG. This multi-faceted education program increases academic skills, high school graduation rates, and access to post-secondary education for youth. All BGC Programs are barrier-free, allowing youth from all socio-economic backgrounds to participate in programs and activities that otherwise they wouldn't have access to.





"#1 Enhance awareness and promote existing services beyond first response within the Police, Fire, and Paramedic services. "	B
#2 Crime and abuse prevention programs.	C
#3 Build trust towards public safety agencies.	B
#4 Safety education campaign about the risks associated with social media.	B
#5 Public education on cyber crime.	A
#6 Support families and individuals in emergency or financial Crisis Situation.	B
#7 Foster pride in our community and personal responsibility.	B
#8 Work with municipalities to examine property standards and focus on increasing the stock of safe and adequate housing.	B

Spotlight on Community Initiatives

Social Development Council & Vibrant Communities

How Local Emergency Services Can Support Your Clients:
We collaborated with The Community Action Network Against Abuse (CANAA) to co-host a workshop on November 24, 2022, at the Cornwall Public Library. This is part of the Community Safety Pillar. Our panel included the Cornwall Police, OPP SDG, and Cornwall.



SDG Paramedic Services and Cornwall Fire Services. They presented about the services they offer to the community beyond reacting to emergencies.

Cornwall Youth Space: Since 2020, there have been 4,472 police-related occurrences involving youth. Between 2020 and 2022, The Cornwall police have seen a 55% increase in youth incidents. The top 4 occurrences are Trouble with Youth, Assault, Disturbing the Peace and Mischief. Trouble With Youth can be several items. Youths lingering, youths being noisy or acting out, youths causing issues at school, unruly behaviour, drug usage, and parents calling in problems with their kids.

Conversation with community partners and youth officers has made it clear that a youth space could be one of the solutions to many of these problems.



Community Safety Pillar Continued

Cornwall has minimal outdoor areas where youth can hang out in a more positive and safer environment. Cornwall is rich in youth sports; however, many are costly prohibitively to many families.

The vision of the Youth Space is not just a park but an area with a gazebo and basketball courts to engage youth in activities and a space to sit and talk with friends in a safe environment where they won't get trespassed. The area would be very well lit and have access to WIFI and power. The site must be big enough to expand to include activities such as a skate park, graffiti wall and possibly a surface for ball hockey in the summer and ice hockey in the winter. This space is based on the principles of location, supervision and activities.

We are working with members of the Cornwall Police and dedicated volunteers to raise the funds and sponsorship needed to create this space in Alexander Park. To help build the plan for this space, a youth advisory council with youth who have been involved with the Cornwall Police in the last few years was created.



Building Safer Communities Fund: We have been contacted by the City of Cornwall to be the project coordinator and administer the Building Safer Communities Fund that they have received from Public Safety Canada. This fund aims to prevent gun and gang violence through early youth intervention. The first of 3 rounds of micro-grants have been awarded to 11 local agencies to use the funds for youth crime prevention through engagement or intervention. We are also contracting fitness instructors, artists, and more to host programs for at-risk youth who would not otherwise have access to these programs.

Akwesasne Mohawk Police



Our Community Service Officer has conducted awareness presentations in the 3-district school for grades 5-8. Between 15-20 awareness presentations were conducted on the following topics: Drug Awareness, Bullying, Internet Safety, and Cyberbullying. Our Community Service Officer also conducted an 8-week awareness presentation geared toward elder safety in the community.

The presentations were held at three separate locations throughout the Community on various days to accommodate the needs of the community members. Internet safety remains a priority for our youth and elders. The Community Service officer attended local schools and spoke about internet safety, cyberbullying, texting, sextortion, and social media.

Our Community Service officer has also provided the seniors and elders with internet safety tips, including Scams, fraud, Identity theft, Data breaches, computer malware, and exploring social media. The "Lock it or Lose It" programs are held twice a year to reduce theft and identity fraud. Most educational awareness topics are held for students and open to the community who wish to attend. Flyers of the specific event date and location are created and posted on social media.

The Akwesasne Mohawk Police also utilize social media to distribute awareness content to the community and surrounding areas.

Ontario Provincial Police - Stormont Dundas and Glengarry Detachment

After a review and consultations with internal and external stakeholders, it was decided that the OPP and the SD&G Detachment could best address these four pillars through a concentrated media and social media campaign. We saw no better way to build more trust in the OPP and other public safety agencies in the United Counties.

Over the last 12 months, the SD&G OPP has been very actively involved in putting out weekly social media posts about the programs and services we offer, the risks and possible exploitation through social media and educating the public on cybercrime.

After each post, the SD&G OPP has also engaged its Auxiliary Unit to help further educate the public on our crime and abuse prevention programs. Our community services officer has been actively involved in the schools and with other vulnerable groups to provide in-person education on cybercrime and how people can protect themselves.



Cornwall Police Services

Program Analysis: The CPS conducts a quarterly review as part of our Annual Operational Plan reporting. Reporting managers must provide updates on specific programs and initiatives, measuring their success and any gaps.

VSMART Funding: As noted above relating to VSMART, an annual submission to the Community Safety & Policing – Provincial Priorities Grant is submitted to assist with program sustainability and opportunities for expansion.

Promotion of Programs: The CPS uses opportunities to promote relevant programs, such as VSMART and mental health awareness, through our Annual Report, website, and social media. We share information about our available programs and resources on days such as "Bell Let's Talk Day" and Mental Health Awareness Month. In the 2021 Annual Report (published in 2022), VSMART was featured as the main article, sharing numerous statistics and success stories.

Data/Analytics: In 2022, the CPS enhanced its capacity to review and analyze stats relating to programs and police involvement through the recruitment of a new Crime/Data Analyst position.

Situation Table: The CPS is proud to have Situation Table representation through the capacity of a Co-chair on the Situation Table Advisory Committee and attendance at the weekly meetings. The CPS is working on a strategy to enhance our referral process and increase referrals in 2023. CPS will also be looking to understand why referrals are down, in contrast to when the Situation Table launched in 2017.

Substance Use Health Strategy: The CPS is actively working with the Eastern Ontario Health Unit and additional partners to develop a "Substance Use Health Strategy." The strategy will be to address strategy to address the increase in drug poisonings (overdoses) locally. Four pillars have been identified: Prevention, Harm Reduction, Treatment and Enforcement. The CPS has identified being a core partner under the enforcement pillar, with additional collaboration opportunities within the other three pillars.

Presentations: Members of the Criminal Investigations Division and Sexual Assault & Child Abuse Unit regularly conduct presentations in schools surrounding healthy relationships and internet and social media safety.



Neighbourhood Programs: In 2022, the CPS was pleased to re-launch the “Paws on Patrol” and “Mobile Community Watch” Programs, enabling community members to work with police to report crime or suspicious activity in neighbourhoods.

By-Law Partnership: In 2022, the CPS made arrangements to schedule a meeting with the Cornwall By-Law Department to discuss opportunities for collaboration, scheduling, and referrals to have a better understanding of each other’s mandates. A formal working agreement between CPS and Cornwall By-Law will be finalized in 2023.

Humans of CPS Campaign: In 2022, the CPS launched a “Humans of CPS” campaign to help humanize the badge while introducing the community to the more personal side of some of our officers.

Public Events: Multiple events took place in 2022 in which members of the CPS were able to engage with members of the public. These events include our Open House, Bikes and Badges, Day of the Girl event, Racing Against Drugs, Project PYPER, Touch a Truck, etc. Every positive interaction CPS members have with members of the public can help build greater trust and reduce barriers between the public and our police service.

Engagement with Diverse Communities: The CPS took part in several opportunities in 2022 to build greater trust and enhance relationships with members of diverse communities. Officers conducted multiple



“Newcomer” presentations, introducing new Canadians to our police service, familiarizing them with their rights, how to access help, and familiarizing these individuals with the police uniform, badge and vehicles. Police were also present to engage with attendees at the PRIDE Festival, St. Mary Association Sports Festival, the Santa Clause Parade, Franco-Ontarian Day celebrations, and the Malayali Association Celebration of ONAM.

Increase in Hate-Based Incident Reporting: The CPS has increased the number of hate-based incidents reported to police by 129%. This is an indicator that residents are becoming more trusting towards police and feeling more comfortable in reporting these incidents.

Recruitment: Numerous recruitment strategies have also been adapted to ensure the CPS becomes more reflective of our communities.

Social Media Safety & Youth: Members of the CPS are actively present in local schools and frequently conduct presentations about social media safety. Members of the Crime Reduction & Community Partnerships Office also meet annually with school principals to discuss areas of opportunity for police to focus their presentations and relationships with youth. The CPS website has added additional public safety information about social media. Crime Prevention tips relating to social media are often shared on CPS platforms.

Fraud Prevention Month: Annually, the CPS participates in the National Fraud Prevention Month. Throughout the month, the CPS shares crime prevention tips on its website on social media and often conducts interviews with YourTV.

Visits to Seniors' Residences: Members of the Crime Reduction and Community Partnerships Office often take part in visits to Seniors' residences, where they talk about safety tips surrounding fraud, common scams, and elder abuse. During Police Week 2022, officers delivered "Savvy Senior" kits to local seniors, equipping them with Crime Prevention pamphlets and resources for how to find help and information.



Laurencrest Youth Services Inc.

Vibrant Communities Supported Laurencrest Youth Services Inc. in their joint proposal to the Minister of Children, Community and Social Services to pilot the expansion of Intersections to support Ontario's Redesign of the Child Welfare System and evaluate the efficacy of the program in lowering a child/youth/family's contact with the child welfare system. Intersections provide a prevention-based, early intervention option for child welfare workers and police through a streamlined, consistent, evidence-based referral program to help children and youth access appropriate services and reduce the likelihood of becoming involved with the child protection or justice systems. It provides a way for police and child welfare workers to intervene early, through Intersections, redirecting children and youth to the right services to improve well-being and ensure they have the support they need to succeed and thrive.



Intersection Program: Our Intersection Programs served 175 youth and their families in SDG and PR last year. Our proposal submitted to the Ministry has been in review since October 2021. The seven Intersection programs in the East Region are patiently waiting for our prototype proposal's decision. While we wait, we continue to work diligently on maintaining Intersections in our communities, but the program's sustainability remains in jeopardy. As an early prevention initiative, the loss of the Intersection program would profoundly impact youth and their families, avoiding or becoming further entrenched in social and youth justice-related services.

Youth Diversion Program: Extrajudicial Measures Regarding crime prevention programs, Laurencrest has provided youth diversion programming to approximately 5,000 youth since 1993. Our Extrajudicial Measures program (EJM) is relevant to crime prevention, which can be described as pre-charge diversion (referred by a police officer) for youth and provides an effective and timely response to offending behaviour.

Laurencrest Youth Services Inc. Extrajudicial Measures encourage young persons to make reparations for their offences. They can include such measures as an apology to the victim, community service work, restitution, participation in supportive programming, drug/alcohol treatment and crime prevention. We have over twenty community volunteers on our Youth Justice Committee who interview youth in conflict with the law. The direct community involvement in the lives of youth and their families at a critical juncture in the young person's life is often very profound.

Very few go on to re-offend when involved in this process. Up close and personal interventions convey to youth that the community is paying attention to their behaviour. Measures are determined individually and encourage the young person to demonstrate responsibility in the community while providing an opportunity for the young person to recognize their skills and abilities and promote constructive use of leisure time. The program should be designed to encourage families of young persons – including extended families where appropriate – and the community to become involved in implementing those measures. Laurencrest encourages and facilitates community involvement in the program. Referrals from police have dropped considerably over the past several years, even though youth contact with police has reportedly increased. Of significant concern is eliminating funding for this program if underutilization remains pervasive.

Children's Aid Society of SDG

Our Purple Shirt Day on October 27th is an annual campaign to educate the community on everyone's responsibility to help keep children and youth safe. We do outreach to partner schools. We also have radio campaigns, social media blasts, pop-up shop education and selling purple pumpkins in partnership with Marlin's.



We continue the recognition and support of Pink Shirt Day and continue education and support of Red Shirt Day for Missing and Murdered Indigenous Women and Girls.

One of our supervisors is the co-chair of the SDG&A Anti-Human trafficking task force, where plans are underway to revamp the task force and re-engage community partners to invest in this task force to help educate professionals and parents/caregivers about Human Trafficking, identify the signs and risks and also provide the resources locally, regionally and provincially that are available to victims and survivors.

The Children's Aid Society has a trauma counsellor dedicated 30 hours weekly to supporting parents, caregivers, children, and youth.

Services are solely for recipients of services at the Children's Aid Society; however, this helps reduce community waiting lists and allows children and youth in care to have immediate access to trauma counselling.

Children's Aid Society staff facilitate Chill Night activities at the Youth Wellness Hub every Wednesday evening. They run activities like games night, video game competitions, Bingo, paint nights and trivia nights. They engage the youth with these activities while educating them about the Youth Wellness Hub services.

One of our directors is the Situation Table Advisory Committee co-chair, and several staff members sit on the Situation Table. Additionally, one of our supervisors is a member of the Advisory Committee and is the liaison for the Situation Table to bring education and information about the Situation Table back to the Children's Aid Society.



Community Action Network Against Abuse

Vibrant Communities on the "How Local Emergency Services Can Support Your Clients" workshop. The workshop was incredibly well-attended and informative. We would be happy to help co-host another workshop with VC in the future.

We partnered with Centre 105 and the OSPCA this year by providing a \$1,000.00 donation to each cause. The funds helped support Centre 105's breakfast program. Centre 105 provides a fresh, well-balanced breakfast every Tuesday, Wednesday, and Friday morning from 9:00 a.m. until 12:00 p.m. The funds also helped support women leaving domestic violence by providing the OSPCA funding for shelter and veterinary costs and protecting the animal/human bond.

We also provided the Akwesasne Cornwall Stormont Dundas Glengarry Situation Table with a \$200.00 sponsorship for their October 13, 2022, Informed Community Engagement: A Brief Orientation to Community Partners on Understanding and Interacting with Situation Tables. The purpose of the presentation was to provide community organizations (both Situation Table and non-Table members) with an introduction to the Situation Table Model.



ACSDG Situation Table

A Situation Table focuses on mitigating risk rather than waiting for a harmful and victimizing incident that requires an emergency response. We currently have 43 local agencies working in a privacy-protected manner to connect individuals and families to appropriate services rapidly. Police, Fire and Paramedic services are some of our key partners at the Table. Community awareness regarding the Situation Table initiative continues to happen with the partners directly linked to the Table (active and ad-hoc member agencies) and other community agencies that aren't directly associated with the Table. All agencies involved with the Table continue to collaborate in weekly risk detection to ensure we identify and mitigate elevations in risk before harm occurs.

The Table aims to enhance the delivery of integrated services to those at acutely elevated risk through early identification and rapid mobilization of existing services in an integrated approach. The Situation Table is a preventative tool available to community agencies to ensure we are connecting people living with acutely elevated risk to the support and services they need to increase their well-being.

Our goal is to have cases brought to the Table before a crisis occurs; however, given the nature of acutely elevated risk, it is not always the case – we may encounter cases that have reached a crisis point, and our Table will expedite service delivery where there is acutely elevated risk. When our Table supports an individual or a family in an emergency or financial crisis, coordination will occur with service providers who can offer these supports. Our Table members know what is provided in the community so we can efficiently access the necessary support to assist the individual or family best being brought to the Table.

Cornwall SDG Paramedic Services

Cornwall SDG Paramedics continues expanding its community involvement beyond the first response through its Community Paramedic program. In this program, paramedics work on a referral system to help people in their homes who need assistance to stay at home safely. The visits are focused on the medical needs, which resulted in the initial concern but allow for a more extensive assessment, which leads to networking and enhanced quality of life.



Through expanded networking, paramedics are finding solutions to food scarcity unsafe housing by identifying and finding resources to address increasing accessibility needs, providing access to non-emergency health care in their home, and introducing other supports which may not be known to the individual, such as therapy (mental, physical, and occupational). Over 3100 home visits and numerous phone visits have occurred to check on people within the community.

Cornwall SDG Paramedics has an excellent reputation for providing a safe and inclusive environment for patients by meeting the immediate needs of people in crisis. Community engagement is fundamental in building trust within the community, and this begins at an early age. Early Childhood Educators often receive tours of the base and meet medics. Participation in the Santa Claus Parade, race against drugs, Community Connect (touch a truck), Remembrance Day celebrations, and career days are ways the youth start to see Cornwall SDG Paramedics as a trusted organization. Uniforms are altered to support residential school survivors (Orange Shirt Day), mental health recognition, pride day, breast cancer, and prostate cancer, as a few examples. The obligation to meet regulatory standards and a robust Quality Assurance program insists that paramedics perform competently and with care and compassion. This consistent quality, care and the way inquiries are handled build trust. Involvement with the settlement of displaced members from other communities has allowed a trusting relationship to develop. Some examples include evacuating First Nations communities from the north, COVID and cruise ship arrivals, and, recently, asylum seekers from foreign lands.

Paramedic Leadership is a significant contributor to the Equity Inclusion and Diversity evolution as one of the paramedic commanders is a co-chair. Cornwall SDG Paramedics have been leaders in the development of the “unicorn committee,” which was for runners to the EDI committees, and its goal was to make everyone feel respected, welcome and a valuable member of the community. Building relationships with allied agencies has been instrumental in building trust. For example, Paramedics were instrumental in demonstrating their abilities in roles that were not traditional, which has enhanced a trusting relationship with healthcare professionals and individuals alike. Paramedics built, and continue to build, trusting relationships with institutions that suffered staffing shortages, those at home who were sick and needed support, and those at vaccination clinics as paramedics ran vaccination clinics and had positive, firsthand experiences with tens of thousands of individuals and families.

Cornwall SDG Paramedic Services employs approximately 150 individuals who are ambassadors and positive role models, representing the area with pride. This starts with the distinctive way ambulances for this area are easily recognized as Cornwall SDG ambulances. They advocate for excellent health care.



Community Safety Pillar Continued

There is enthusiasm to continue to expand the services which paramedics can provide. Many paramedics have been awarded exemplary service awards, and several paramedics have been granted leave to participate in military commitments, proudly fostering the community while away.



Mohawk Council Of Akwesasne - Community and Social Services



We provide emergency assistance for community members per our membership code as needed. We are reviewing Policy options for creating an on-reserve community emergency fund. We have also made the Children Developmental Service Program. We have purchased a bus for "scheduled" public transportation and an app for a "pilot project on a free Uber service" utilizing our electric vehicles. We have completed the construction of the

Akwesasne Skate Park and began the development of a new splash pad and a new play structure on Cornwall Island. And finally, we are constructing Community Spaces at our local Rec Centers and Health facility (Pavilions).

Cornwall SDG Human Service

We continue to provide the Crisis bed and Domiciliary housing programs to provide housing to those in crisis or who require supportive housing. We continue to provide emergency housing support to low-income households. The Mayor's Task Force on Housing implementation committee will investigate its priority as a component of its mandate.

Maison Interlude House

- Il y a eu une augmentation de la participation aux réunions, aux comités et aux opportunités de réseautage.
- Nous étudions la possibilité d'un partenariat avec le Youth Hub.
- Nous avons offert de nombreuses présentations de services aux agences locales, au public et aux secteurs scolaires.
- Nous avons proposé des présentations aux parents/enseignants/écoles, etc. sur la traite des personnes afin de les sensibiliser.
- Nous avons également proposé des présentations sur le consentement et les relations saines en collaboration avec l'OPP et la police de Cornwall.
- Nous avons créé un document à envoyer aux écoles pour montrer les services, les présentations et les ateliers que nous pouvons offrir aux étudiants, au personnel et aux parents.

North Dundas Chamber of Commerce

We have developed a website called www.shopnorthdundas.ca that connects our community with all local shopping. We include donation links to the local food banks. There is a free listing for all local businesses. Included are the following categories and several listings. Social Services: Associations, Housing, Mental Health, Non-Profit, Tenant Resources, Utilities & Financial Information, and Youth Services

Transition Cornwall +

Tree Action Arbore Action group fosters pride in the community with the Tiny Forest @ Library and encourages people to create and add to the tree cover in the city.



Catholic District School Board of Eastern Ontario, Parent Involvement Committee and Special Education Advisory Committee



Securing our staff and students from online threats is essential to the CDSBEO, and our CDSBEO IT Department continues to protect the data and personal information by participating in ongoing security activities and data reviews. Ongoing efforts to reduce cyber risk include building awareness for staff and students and examining vulnerabilities in our systems. This year, educational information campaigns and audits put security first, and our ICT department is ensuring that we are continually working to improve our board's cyber security systems and remain in excellent standing from an audit perspective.

Our Safe Schools team, under the direction of Superintendent Brent Bovaird, provides support to all CDSBEO school communities for anything related to safe schools. VTRA protocol, School Board Police Protocol, and Anti-Human Trafficking are collaborative community approaches to keeping students safe. Training and implementation are critical components of our Safe Schools strategy, and ongoing meetings with families and community partners are held to support students presenting with challenges to succeeding in school.

Our School and Community Liaison Coordinator, along with our three School and Community Liaison Consultants and Student Re-Engagement consultants, work together to support student success and continue to ensure our school communities are safe learning environments for all students. We are fortunate to offer four dedicated Turning Points Programs, which focus on targeted intervention for students at the secondary level, as well as three ABLE (Alternative Behavioral Learning Environment) classrooms that support alternative to suspension and re-engagement opportunities for students. Our Lead Psychologist, Dr. Kiiffner, provides educational assessments, intervention consultation and counselling referrals, which contribute to the overall success of our Safe Schools strategy.

United Way SDG

We are in year 3 of running the Last Resort Program. There is now a grant and a loan stream of assistance. The intake process for Last Resort runs through all other funding sources available to families and ensures they go there first. House of Lazarus and The Agape Center run the intake for this program.

We are the non-profit representation of the A Home Collective with local municipalities to examine joint housing strategies. We presented with the SDC to the landlord association about the benefits of a registry and asked that all new social housing builds have Air Conditioning.



#1 Provide better awareness of existing resources to ensure residents access the necessary services.	B
#2 Engage multiple community agencies to create a community hub.	B
#3 Ensure adequate support and services for caregivers and frontline Staff.	B
#4 Limit duplication of services.	A
#5 Create and enhance public infrastructure and green space that supports a healthy community that is friendly for all.	B
#6 Create a community with a culture of volunteerism and giving back.	B
#7 A centralized coordination of care.	C
#8 Programs for seniors and persons with disabilities living in isolation.	C
#9 Build a sense of community and alleviate social Isolation.	B
#10 Free or affordable outdoor activities for youth, families and adults.	B

Spotlight on Community Initiatives

Social Development Council & Vibrant Communities

The Volunteer Administrators Network aims to provide support to volunteer administrators through sharing knowledge and best practices. The network continues to be active, hosting regular member meetings on topics such as Volunteer Recruitment and retention, using social media to engage new and existing Volunteers and more.

Information Sharing: The nonprofit and social service sectors are forever changing due to funding constraints, changing needs, staff turnover and more. Sharing information about programs and services is critical to keep the front-line sector aware of the support available to their clients. The SDC is committed to playing a pivotal role in community information sharing through several outlets, such as a successful monthly Community Spotlight series, social media and Information Sharing email Networks.



Community Well-being Pillar Continued

Due to its strong alignment with the vibrant Communities plan, the SDC Team was engaged by the City of Cornwall's Senior Friendly Community Committee to organize the Aging Well: The Senior Health and Safety Fair on September 28th at the Benson Centre. This event was successful, with 53 vendors, 15 workshops, and over 600 attendees. Vendors covered a range of services offered to seniors and their caregivers.



Workshops included Power of Laughter, Movement for Well-Being, Heart Health, Using Technology, Fall Prevention, Nutrition for Well-Being, Brain Health, and many more.



On Saturday, September 23, 2023, at Lamoureux Park, the community came together to host the first Annual Cornwall Culture Fest, Celebrating the diversity of Stormont, Dundas, Glengarry, Cornwall and Akwesasne. We were proud to be one of the co-hosts of the vibrant event, which featured traditional songs and dances from dozens of cultures, different cuisines from food vendors and over 55 exhibitors from around the world. Four thousand people attended this free event.

United Way SDG

We are continuing to promote 211 as an essential resource in our community. They are mentioned on our work email signatures and out-of-office messages; we are working with a network of UWs to support the 211 Service Providers as 211Ontario undergoes an overhaul of service delivery and organizational composition.



We were part of the caregiver strategy launch in 2020 and assisted Erin Montague (UW EO) in presenting the Senior's Vulnerability Index to the Vibrant Communities Working Group. We are supporting the EOHU Drug Strategy community evaluation that includes gathering perspectives from the Caregivers of individuals with mental health and addictions. We are part of the Volunteer Administrators Network that offered members a self-care day in September 2023.

We continue co-chairing the RESRC with the SDC, which discusses emerging needs, trends and new regional programs to promote collaboration and avoid duplication. We remain co-chair of the Volunteer Administrators Network. We have recruited our first-ever youth board members – who will assist us in creating a youth advisory committee.

L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry

Notre engagement aux stratégies susmentionnées, sont essentiellement établies sur les outils mis à disposition par notre organisme. Notamment, le répertoire des services et la cartographie des services en français disponibles à Cornwall, facilite et fait connaître les services disponibles dans la communauté.

Eastern Ontario Training Board

Regular Service Coordination meetings allow for the dissemination of information regarding program resources with other community service providers. Conversations are being had with partners about space sharing, and ideas are being discussed.

The EOTB has contacted health providers/services to create partnerships - Training and Employment. The EOTB has also delivered a training and employment program in this field. The EOTB has delivered workshops. The EOTB regularly collects data and has access to data that can assist with this initiative. Our YourNextJob website lists programs and workshops/webinars from area service providers.

Your Arts Council Cornwall & The Counties

Our Cornwall Art Hive standing committee has held bi-weekly Art4All events at the Agape Centre, the Cornwall Public Library, the Newcomer Centre, Lamoureux Park, the Native North American Travelling College, and the Cornwall Square, as well as a few one-off projects at various locations. Art4All is an event where the community is invited to participate in creating art. We provide the materials and place and have enjoyed crowds with attendees from 2 years old to 102.



Our Cornwall Art Walk standing committee has produced several successful 'street party' and art vendor marketplace events in Downtown Cornwall, showcasing downtown as an Arts District. YAC sponsored vendors who could not afford the entry fee on the promise that the fee would be paid retroactively if the vendor made sufficient sales.

Our Apples & Art Studio Tour standing committee produced our biggest event ever. The two-day event realized 7,000 studio visits and \$76,000 in art sales. Eighty-one artists participated in 44 venues from Morrisburg to Alexandria.

YAC again sponsored vendors who could not afford the entry fee on the promise that the fee would be paid retroactively if the vendor made sufficient sales.

We have also enabled groups such as the Focus Art Association, an artist's guild, to stage free exhibition events throughout the year at Cornwall Square. Focus Art became a standing committee of the YAC board to benefit from our liability insurance, saving them thousands of dollars annually.

Our Art Event Calendar, the/le Spectacle, has provided free advertising for every art-related event anywhere in the region on our Facebook, Twitter, and Instagram feeds at no cost to the event producers. Lastly, we have mentored and advised many artists, established and new to the region, to make connections and foster success in their artistic endeavours.

Transition Cornwall +

Groups like Active Transportation and Tree Action Arbore advocate for (and create) public infrastructure like bike lanes, sidewalks, and urban forests.

Transition Cornwall+ works to build community through all its programs that are open to everyone of all ages and demographics - events like Transition into Spring, Incredible Edibles, film events, media articles, endorsing grant applications by the City and Conservation Authorities. Incredible Edibles especially reaches out to those communities that are underserved to bring a bit more food security.

Glen Stor Dun Lodge Community Outreach

The Senior Day Program provides a therapeutic program of social contact, meaningful activities, stimulation and support for seniors and adults with physical disabilities living independently or with assistance in the community. We assist individuals in achieving and maintaining their optimum level of independence and promote healthy living. We encourage social interaction, reducing loneliness and isolation while promoting a sense of belonging.



The Telephone Assurance Program (TAP) provides regular phone calls and safety checks for seniors and people with disabilities who live alone. TAP connects people in need with ongoing, caring human contact and conversation.

The Meals on Wheels program provides nutritious meals to people who cannot attend to their meal preparation but wish to continue living in the community. Meals on Wheels believes in promoting the overall health of mind and body, the well-being, and the independence of its clients.

by providing a program with therapeutic, preventative, and social components. The goals of the program are (1) to provide a therapeutic program of nutritional support and social contact, (2) to assist/support high-risk seniors in achieving and maintaining the highest level of independence within their own home for as long as is appropriate, (3) to encourage healthy food choices. It's a connection to companionship, wellness checks and resources in the community. In 2022/2023, 31,922 meals were served.

GIAG Adult Day Program

Our program aims to help maintain and enhance an individual's physical, intellectual, and social needs by delivering meaningful activities.



Lots of laughs and good times. We offer Zoom activities, Weekly booklets, transportation for the ADP program, Weekly ADP in South and North Glengarry, Supportive phone calls and a Senior Home Maintenance program.

Maxville Manor

We provide various community support services to help keep seniors and those with disabilities in their homes, e.g. Meals on Wheels and Adult Day Program.

We are an active member of the Volunteer Administrative Network. We attended and participated as an exhibitor at the Senior Health and Safety Fair on September 28, 2022. We attended and participated in the Employer Engagement breakfast on February 1, 2023. Staff participated in the Recruitment and Strategic Health Summit on March 3, 2023. We also attended the 'Bridges out of Poverty' Seminar on February 7, 2023. We are a long-term member of the Ontario Prevention of Elder Abuse Network and a member of the Great River Ontario Health Team – Frailty Project Team.



J. W. MacIntosh Community Support Services

We offer transportation to take isolated seniors to get groceries and offer more touchpoints via phone. We also host Wellness days to provide information and education on services, seniors without walls for isolation, and Meals on Wheels provides a contact re-isolation.

Carefor

As part of the organization's reset after the height of the pandemic, Carefor applied the eight dimensions of wellness as pillars for programming at its 5 Centres in SDG to support active aging and wellness. (Emotional, Spiritual, Intellectual, Physical, Environmental, Financial, Occupational, Social). Former programs such as meal delivery, friendly visiting, one-to-one functional fitness, congregate dining, social activities, wellness and foot care clinics and transportation help to address the challenges faced by seniors living in isolation. New programs, such as painting classes, cooking classes, music jams, and line dancing, align with the wellness pillars and encourage seniors to be as active as possible.



Community Living Dundas County



Covid has continued to be a challenge for seniors with an intellectual disability. Health and care are critical for all people as they age. Any transit system in Dundas County is nonexistent. Getting around is dependent upon agency vehicles, volunteers and friends. Age Breakdown: 8% of the people supported by CLDC are 70 – 80. 23% of the people supported are in their 60s. The goal of CLDC is to continue supporting people in their homes; over this past year, we have been able to do this. Reducing the restrictions has allowed us to help people in their community do activities they are interested in.

People have begun to return to pre-COVID activities – regularly attending church, exercise classes, going to the playhouse, meeting friends, and having fun.

Community Living Glengarry

With community partners, we held Mapping exercises in June and July 2022 to create a resource guide for leisure and community life services in North and South Glengarry. This exercise included going door to door to local businesses to gather information. The next step is to meet with North and South Glengarry representatives to finalize this inventory. This resource guide of leisure/recreational events in the county will be shared with organizations in the area, the municipalities and 211.



Community Living Ontario released a Strategy and Advocacy Guide, “Increasing the Supply of Small-Scale, Individualized, Community-Based Housing for People who have Intellectual Disabilities.” · We’ve been investigating alternative housing options. We met on April 11, 2023, with Stephane Sarrazin, MPP for Glengarry-Prescott-Russell, to discuss both the Developmental Services Sector’s priorities and issues impacting CLG, one of which was the housing crisis. In the past year, we have worked with one of our local family doctors to support a person receiving services through the “end of life” process in their home.



We continue to offer virtual social events (bingo, yoga, chat groups). We participate in the community garden at the local hospital (HGMH) and in the outreach programs in Alexandria and Lancaster.

Community Living Stormont County

In the past year, we have negotiated housing options with the City of Cornwall for people with a developmental disability. We have also collaborated with the DS agencies in SDG to streamline access to French services in the DS sector. We have taken on several clients from the Passport Program through March of Dimes.

Cornwall Transit

Cornwall Transit takes every opportunity to support programs for seniors and persons with disabilities from not living in isolation. Yearly, we participate in the Senior Day trade shows where we promote our services geared to seniors and passengers with disabilities. Cornwall Transit provides free rides to the tradeshow, encouraging community involvement.

We have provided information sessions to educate seniors and passengers with disabilities on the new contactless payment system, which makes boarding a bus a much more straightforward process. Cornwall Transit is in constant contact with Beyond 21, school programs, and G.S.D.L. (day away program) to provide transportation alternatives for all seniors and passengers with disabilities, which offers more opportunities to socialize within the community.



Community Well-being Pillar Continued

Soon, Cornwall Transit will introduce a new Handi-Transit software for booking calls. The new system will allow clients to schedule their rides from any mobile device in the comfort of their homes. All Cornwall Transit conventional routes are fully accessible to give seniors and passengers with disabilities the freedom to move freely throughout the city.

ACSDBG Situation Table

The Table comprises a core group of primary agencies representing social services, police/justice, health services and education. Ad-hoc agencies are called on a case-by-case basis to provide additional support to the primary agencies at the Table when required. The Table meets on Tuesday mornings, and agencies are given the opportunity to share a situation involving an individual, family, group or place they feel is at imminent risk of falling into crisis. The Table is a collaborative, integrated multi-agency team dedicated to building safer and healthier communities through rapid mobilization of resources to meet the immediate needs of those experiencing acutely elevated levels of risk.

Cornwall Interfaith Partnership

Over the past year, we have changed our approach from holding special events to going directly to communities to talk with people and discover their daily lives. We have encouraged other clubs to hold meal events. Members participate in events like Islamic Heritage Month, Black History Month, Interfaith Harmony Week and events with the Akwesasne Community, which all help to build community and connect with groups that are often isolated from mainstream Canadian life.



SDG Library



We have identified new and former opportunities to reach out and engage with communities with our “Pop Up Library.” We are also starting to develop programs that connect seniors and youth to learn (technologies) together, and we are re-opening opportunities for volunteers in our branches.

Cornwall Public Library:

Recovery Care Mobile Clinic Partnership: In September of 2022, Cornwall Public Library entered a partnership with Recovery Care Mobile Clinic. The Recovery Care Mobile Clinic is a pilot program in Cornwall and Ottawa, in collaboration with the Cornwall Community Hospital and the Akwesasne Wellness Centre, providing addiction and mental health services to marginalized community members. Cornwall Public Library is now one of the many stops they make during the week. They have been at the Cornwall Public Library every week ever since, providing much-needed services.

Visits to Centre 105: Centre 105 is a community ministry of the Anglican Diocese of Ottawa operating out of Trinity Anglican. They offer free breakfast every Tuesday, Wednesday, and Friday from 9:00 a.m. until 12:00 p.m. in a safe, non-judgmental social space. During 2022 and onwards, Cornwall Public Library has regularly visited Centre 105, providing their clientele with recreational activities and to promote the Cornwall Public Library as a safe place for them to use.

Story Reading in City Parks: Every summer, as part of our Summer Reading Club and in partnership with the City of Cornwall Planning, Development & Recreation, Library staff offer Storytime to children and families at various city parks.

Raisin Region Conservation Authority

RRCA programs and services: Launched Fall 2021, Raisin Region Conservation Authority (RRCA) developed the Raisin Region GeoAdventure, a geocaching treasure hunt aimed at finding 20 caches concealed in environmentally significant sites throughout its watershed jurisdiction in eastern Ontario. Families can participate for free in this activity and earn a custom geocoin when they complete the tour (while supplies last). The RRCA offers affordable snowshoe rentals at Gray's Creek Conservation Area beach day-use admission rates at Charlottenburgh Park and free Cooper Marsh Conservation Area Visitors Centre access.



South Nation Conservation Authority

SNC's education program promotes the protection and proper management of natural resources in the region while connecting residents to watershed programs and helping educate youth on the future they will inherit from us. SNC's longstanding Maple Syrup Education Program has been on hold since the start of the pandemic in 2020. We have brought it back on a smaller scale in the Spring of 2023 and hope to get the program back in 2024 in a new format.



SNC provides an annual Youth Fish Camp for 9 to 13-year-olds every summer. Participants in the program have an opportunity to learn how to fish from the experts and become familiar with the natural environment in the watershed. The kids learn how to fish responsibly, learn new skills like catching and releasing, and identify different fish species.

Since 2007, SNC has partnered with the Delta Waterfowl First Hunt Program - South Nation Branch to deliver the program to local youth in Eastern Ontario, teaching about the importance of ethical hunting, respecting safety, wildlife and habitat, and private property.

The Healing Place: As an organization dedicated to the health and protection of land and water resources, South Nation Conservation (SNC) profoundly respects and appreciates the history and knowledge of our First Nation partners. Through a collaborative partnership, the Eastern Ontario First Nations Working Group has worked since 2020 to create The Healing Place - a community green space located on the traditional territories of the Algonquin and Mohawk Nations in Eastern Ontario. The Healing Place is more than a planting site or event; it represents a significant step forward in the journey towards



reconciliation. It's centred around creating and maintaining a safe, physical healing space to help restore land, language, and relationships with community members from Indigenous and non-Indigenous backgrounds. The Healing Place is an 89-acre site on SNC property in Shanly, Ontario. It is home to several grassland Species at Risk, including the Bobolink, Eastern Meadowlark, and locally significant Gorgone Checkerspot butterfly.

Children's Aid Society of SDG

The Children's Aid Society has a roster of volunteer drivers to take children, youth and families to places they need to be. We want to ensure that transportation does not become a barrier for people to attend appointments or for youth to attend cultural events that the Children's Aid Society hosts. Any event or activity hosted by the CAS of SDG is free of charge, and transportation is provided where possible.

Our Send a Kid to Camp Annual Campaign, where we offer one week of camp for children and youth whom the CAS of SDG is supporting. There is no cost for them to attend, with transportation arranged to/from overnight camp. Overnight campers are also provided with a camp kit that includes a sleeping bag, bug spray and sunscreen.

Big Brothers Big Sisters of Cornwall and Area



The Board has increased the recreation activity budget since last year. We were able to take the kids to Parc Safari, the Ottawa Sens Game, Comicon Ottawa, the Museum of Science and Technology and La Ronde. Many of the Littles in our program would have needed more financial resources in their family to get to these outings.

BGC Cornwall/SDG

Our teen program (grades 7-12) in Cornwall and our Drop-in programs in Alexandria and Winchester are all available for FREE. In addition, we offer a club subsidy for families to participate in our ASP Program, where each day we have 1 hour of physical activity that takes place outdoors (weather permitting). We can also offer a city subsidy for working families for our summer camp. All BGC programs have a physical activity component that is done outdoors to encourage our youth to get up and get moving.



EarlyOn

Our local EarlyON programs offer Park days and Outdoor play – the schedule can be found on the monthly calendars (all programs provided by EarlyON are free). Calendars can be found here: <https://giag.ca/early-on-for-parents-en/> and here: <https://eps-sdg.ca/en/programmes/centre-on-y-va/centre-on-y-va-calendrier/>

ACCFutures

ACCFutures was hired by the Akwesasne Harbour Development Corporation (AHDC) and the Cornwall Harbour Development Corporation (CHDC) to manage the Port Lands project. The Port Lands is a beautiful 16-acre parcel of Cornwall's waterfront along the St Lawrence River.



The vision for this unique project is to create a safe community space for the residents of Akwesasne, Cornwall, and SDG to come together in one shared area. Currently, a portion of the 16 acres is open to the public; this area includes an ample open green space and the harbour, formally known as the Cornwall Harbour. Presently, the most common activities at the Port Lands are fishing or people sitting and watching the water while chatting with their friends/family. ACCFutures is actively planning to create a public infrastructure to support the local communities soon.

Cornwall Community Hospital

Great River OHT is tasked with removing silos to lead healthcare transformation in our region. CCH co-leads the Collaboration Council, which has a cross-sectional membership (33 organizations represented). The members come from various sectors (long-term care, acute care, mental health, substance use/addiction, municipal, emergency services, home and community care, primary care/community health care/nurse practitioner lead clinic, community support services, public health). The goal is to reduce barriers for patients through the sharing of information and the coordination of services. CCH is an active member of the Situation Table and sits on the Advisory Committee.

Seaway Valley Community Health Center

Our programs for seniors and persons with disabilities living in isolation are Primary Care Outreach, Balance for Life, Powerful Tools for Caregiver and Senior on Wheels.

South Glengarry Parks and Recreation

The development of the Glen Walter Waterfront Park includes green space, a bicycle repair station, a bike rack and mapping for cycling trails. We have also installed two play structures and maintained the Peanut Line Trail. We also offer various minor sports programs at an affordable rate and have established an outdoor bocce ball court for free access.

South Glengarry Parks and Recreation

The multisport pad created at the Maxville & District Sports Complex is available over the summer. We partnered with Boys & Girls Club to offer free after-school programming at Island Park and Tim Hortons Dome.

South Dundas Parks and Recreation



In June 2022, the Morrisburg Dock and Morrisburg Beach washrooms underwent accessibility renovations to update the washrooms to current accessibility standards. New toilets and sinks, stall partitions and automatic door openers were installed following the Accessibility for Ontarians with Disabilities Act. At the same time, the Morrisburg Waterfront pathway project was wrapping up. The rehabilitation project, initiated in 2021, was completed in June 2022 and saw the existing asphalt replaced with accessible two-meter width.

Community Well-being Pillar Continued

It also saw the addition of a large pad in the park's centre, connecting the beach to Earl Baker Park to the boat launch. In the early spring of 2023, a new play structure was installed at Riverside Heights Park with an accessibility design incorporated to allow for future AODA (Accessibility for Ontarians with Disabilities Act) projects in South Dundas parks.



In May 2022, South Dundas Recreation hosted the first annual Spring Garden Exchange. This was an opportunity for green thumbs and new plant enthusiasts to connect and plan out their gardens by donating or picking up free garden items like seeds, seedlings, and clippings. The second annual exchange is scheduled for June 3, 2023. In July and August 2022, South Dundas Recreation hosted Beach Days at Morrisburg and Iroquois Beach. These two free events featured arts and games for all ages, EarlyON, SDG Library, and a large slip-and-slide put on by South Dundas staff.

North Dundas Parks and Recreation

We have replaced the carpet and painted the walls in the Winchester Library Branch. We have completed AODA updates to the Winchester Centennial Pool House, including reconfiguration of the washroom stalls, replacement of the countertops at approved height, replacement of the mirrors with “tilted wedge” style, replacement of the taps with sensor units, and replacement of the door and frame of the main entrance to meet AODA requirements.

We purchased and installed one AODA play feature c/w ground preparation for the Rick Cauvier Memorial Park in South Mountain, 100 Club Park in Winchester and Morewood Community Park. Short bay swing frame c/w ground preparation for Thompson Park in Chesterville, 100 Club Park in Winchester, Morewood Community Park, Rick Cauvier Memorial Park in South Mountain, and Harmony Park.



We have purchased a portable pool lift for the Chesterville Public Pool Purchase and installed an air purification system for the Old Town Hall. The purchase and installation of an emergency backup generator were completed for the Morewood Community Hall. We created an AODA-accessible butterfly garden at the Mountain Memorial Park, complete with educational signage about the flower species within the garden.

South Stormont Parks and Recreation

We completed two trail sections totalling almost 2 kilometers in Long Sault for community connectivity and active transportation. We have built four new park pavilions, providing shade, seating and gathering opportunities.

We offer accessible or affordable outdoor activities for youth, families and adults, install five new play structures across the Township and host Free Summer Events for South Stormont Residents – geared toward children.

Appendix A - Scoring Matrix

E = Excellent	4 Points	Initiative completed or the need has been addressed
A	3 Points	Initiative is in progress and the need is actively being addressed
B	2 Points	Planning has begun to implement initiative or address the need
C	1 Point	Partners have been identified to move forward with initiatives
D	0 Points	No work has been completed

Scoring was completed by the Social Development Council of Cornwall and Area staff and the United Way SDG using the submissions from community partners.

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SKEN:NEN AKENHNA:KE ONKWATONHNETSHE:RA

Vibrant Communities

OUR SAFETY AND WELL-BEING PLAN

Collectivités dynamiques

NOTRE PLAN DE SÉCURITÉ ET DE BIEN ÊTRE

**Action Plan 2022-2027
2023 Updated Strategies**

Produced By:
The Social Development Council of
Cornwall and Area



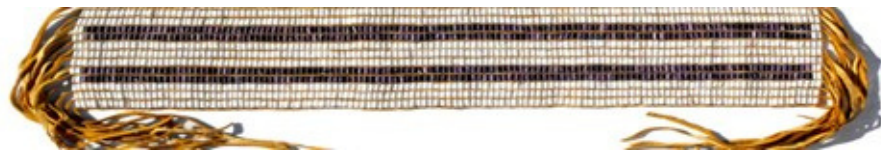
Shé:kon, Bonjour, Hello,

We respectfully acknowledge that the development of the Vibrant Communities; Our Safety and Well-being plan has been created on the traditional land of the Kanieh'keha'ka of the Haudenosaunee.

We reflect on our relationship with all creation as settlers and appreciate the enduring presence and influence of the First People. We recognize the diverse histories and cultures of the First Nation, Inuit and Métis peoples.

We recognize ongoing colonial policies of segregation, violence and oppression that attempt to deprive the Indigenous People of their culture, language, spiritual practices, and community. We strive to be a good ally as we commit to listen with compassion, hold space and act in meaningful ways.

We are Treaty people and believe all Treaties should be lawfully honoured. We embrace and respect the Kuswhenta, which describes the conditions under which the Haudenosaunee welcomed settlers to Turtle Island. The Kuswhenta continues to require all to share the territory and protect the land in the spirit of peace, friendship and respect.



We support the Truth and Reconciliation Commission of Canada: Calls to Action and The United Nations Declaration of Rights to Indigenous Peoples.

We are grateful for being a guest on Turtle Island: the land the First People have and continue to care for.

Skén:nen, Paix, Peace

The Vibrant Communities and Social Development Council Team

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Strategies identified as the community's priorities through focus groups and public engagement.

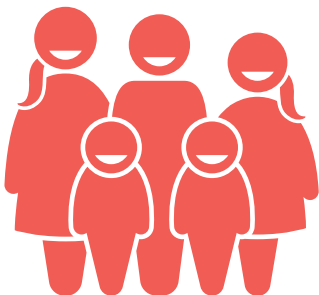


Mental Health Pillar

- #1** Ensure families and individuals have access to free counseling and addiction services.
- #2** Break the stigma and raise awareness of mental health and addictions.



- #3** Programs dedicated to children and youth
- #4** Programs that teach life skills, coping and resiliency to all ages.
- #5** Continue working on becoming a dementia friendly community.
- #6** Knowledge and tools for employers on mental health and mental illness in the workplace.
- #7** Adaptive, accessible, and flexible mental health and addictions service delivery to meet people's individual needs.



Health Services Pillar

- #1** Work with existing efforts to attract and retain medical professionals to fully service our communities.



- #2** Accessible workshops, classes and programs dedicated to prevention.
- #3** Advocate for true Universal Health Care
- #4** Advocate for extended health coverage for new Canadians.
- #5** Adaptive, accessible, and flexible health services delivery to meet people and their individual needs.



- #6** More support for Allied Health Services.
- #7** Educational opportunities to teach individuals about new technologies now being used in health care.



Poverty Pillar

- #1 Ensure we have adequate housing for all.
- #2 Accessible client centered services providing equal consideration and treatment for all clients.



- #3 Advocate for accessibility to basic needs.
- #4 Identify the gaps in services offered to the working poor.
- #5 Ensure adult learners have access to diverse and inclusive learning opportunities.
- #6 Equip individuals with skills that build resilience.
- #7 Remove the stigma that is often associated with living below the poverty line.
- #8 Supporting children of low income families.
- #9 Join the campaign that encourages employers to pay a living wage.



Community Safety Pillar

- #1 Enhance awareness and promote existing services beyond first response within the Police, Fire and Paramedic services.
- #2 Support and expand crime and abuse prevention programs.



- #3 Build trust towards public safety agencies.



- #4 Support families and individuals in emergency or financial crisis situation.
- #5 Public education campaign about cyber crime and safety.
- #6 Foster pride in our community and personal responsibility.
- #7 Work with municipalities to examine property standards and focus on increasing the stock of safe and adequate housing.



Community Well-being Pillar

- #1 Provide better awareness of existing resources to ensure residents are accessing the services they need.
- #2 Ensure adequate support and services for caregivers and frontline staff.
- #3 Limit duplication of services.
- #4 Create and enhance public infrastructure and green space that supports a healthy community that is friendly for all.



- #5 Create a community with a culture of volunteerism and giving back.
- #6 A centralized coordination of care.
- #7 Programs for seniors and persons with disabilities living in isolation.

Mental Health Pillar

Strategy #1

Ensure families and individuals have access to free counseling and addiction services.

Solutions	Supportive details and action items
Create a multi-agency communication campaign that is continual and sustainable to promote free services.	Create a comprehensive list and ensure it is communicated to the public and kept updated.
	Advertising services through social media with use of Sponsored ads, Billboards, Radio, Hockey boards, Newspaper ads, etc.
	Partner with local St. Lawrence College students to create a marketing campaign.
	Regular email blasts to community agencies.
	Promote the use of 211 and other referral and information sharing services.
	Make promotional materials readily available at pharmacies, Doctors' offices and all partnering agencies offices, supermarkets, grocery stores, etc.
Promote use of programs that can support individuals while they are on a wait list.	One Stop, One Talk, 1 call, 1 click, eMental Health, Access MHA, Connexontario, Crisis Text Line - 686868, Kids Help Line.
Lobby for more funding to expand free services such as counseling, crisis intervention, respite, specialized services for complex needs and build capacity within agencies.	Work with partners such as the Great River Ontario Health Team's Mental Health group and Les enfants avant tout.
	Lobby to create service agreements between Ontario and Quebec for individuals who reside in Akwesasne and St-Regis Mohawk Tribe.
Identify gaps in free services and create a multi-agency plan to address them across the entire region.	Determine what working groups exist and work with them to identify those gaps rather than duplicating a service.
	Encourage Mental Health Desk in public locations such as Libraries.
	Lobby insurance companies to have more inclusive and complete coverage.
	Collaborate with multiple agencies to ensure sustainability in train the trainer programs and certification.
	Ensure services are accessible.
Timeline to begin implementation	6 months to a year

Partners committed to implementation
211 - East Ontario
1 call 1 click
Access MHA (Access Mental Health Addictions)
Connexontario
Crisis Text Line - 686868
eMental Health
Help Addiction and Mental Health recovery Services Cornwall
Kids Help Line
Koala Place, Child and Youth Advocacy Centre
Youth Wellness Hub
Help Addiction and Mental Health recovery Services Cornwall

Strategy #2

Break the stigma and raise awareness of mental health and addictions.

Solutions	Supportive details and action items
Education and training on Mental Health and Addictions.	Encourage employers and service providers to include training on mental health in their employee training programs including Mental Health First Aid.
	Work collaboratively to offer Mental Health 101 workshops offered to the general public. Subjects could include recognizing the signs and symptoms of mental illness, how to recognize trauma or abuse and how trauma affects brain development.
	Provide more opportunities to teach and learn Mental Health First Aid by applying for training grants to supplement the cost of this course.
	Find unique and approachable ways and locations to teach the public about mental health. Ex: Comedy show on mental health, Community Fairs, Banquets, Fundraisers, Ted Talks Style.
Public Advocacy Campaign on Mental Health and Addictions.	Promote existing awareness initiatives and encourage participation.
	Include testimonials and personal stories from local influential people shared on social media and local media.
	Promote and participate in Bell Let's Talk, Mental Health Week, World Suicide Prevention Day and Mental Illness Awareness Week.

	Create a campaign targeted to men to break barriers and promote existing services geared to men.
	Host a weekly show on YourTV to build awareness of services.
	Awareness and educational sessions or campaigns to reduce stigma around mental illness for immigrants, refugees, indigenous, black and racialized communities.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
Bounce Back	
Canadian Mental Health Association	
Man to Man	
MenTalk	
Mohawk Council of Akwesasne - Department of Health	
Suicide Prevention Coalition	
Your TV Cogeco	

Strategy #3

Programs dedicated to children and youth.

Solutions	Action items
Help identify gaps and support creating programs to address the gaps.	Work with Cornwall Youth Mental Health Advisory Committee.
Work with mental health leads in each school board to advocate for more counselling and access to mental health information in schools.	Promote mentorship opportunities for youth with mental illness.
	Advocate for additional Mental health and Wellness education into school curriculum.
	Advocate for the implementation of Wellness Rooms across SDGCA School Boards: A safe space created in a school intended to provide students with an opportunity to focus on reducing stress and anxiety, and the development of healthy coping strategies and self-care.
Promoting the use of the Youth Hub.	Education to caregivers and parents on specific mental health needs of youth in different age ranges.
Programs that have a focus on early intervention, prevention and that	Provide ongoing promotion of the Youth Hub and it's groups and programs. (Early Intervention Eating Disorder pilot, LGBTQ2S+ groups, etc.).
	Collaborating with key partners such as CYMHAC, EOHU and PLEO to inventory and promote existing programs and identify gaps.

promote healthy childhood development.	Ensure there are sufficient support programs for parents (Prenatal, parenting, postpartum depression). Promote self-care within parenting skills.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Akwesasne Mohawk Board of Education	
BGC Cornwall/SDG	
Akwesasne Boys and Girls Club	
Big Brothers Big Sisters of Cornwall and Area	
Canadian Mental Health Association	
Catholic District School Board of Eastern Ontario	
Child and Youth Mental Health Advisory Committee	
Child and Youth Mental Health Services - CCH	
Children's Aid Society of SDG	
Conseil des écoles publiques de l'Est de l'Ontario	
Conseil scolaire de district catholique de l'Est ontarien	
Diversity Cornwall	
EarlyOn	
Eastern Ontario Health Unit	
Koala Place, Child and Youth Advocacy Centre	
L'équipe psycho sociale	
ON y va	
Parents' Lifelines of Eastern Ontario	
Ride The Wave	
Suicide Prevention Coalition	
Upper Canada District School Board	
Youth Wellness Hub	

Solutions	Supportive details and action items
Create an inventory of all programs and services currently offered to promote to the community and identify the gaps.	Ensure inventory also includes programs that help developing hobbies, confidence, builds identity, self worth and internal strength and life skills to youth and adults. (Cooking, nutrition, exercise, gardening, self-care, stress management, meditation, work/ life balance, media and digital literacy, healthy relationships, parenting classes, financial literacy, Dialectical Behavior Therapy, Finding my Authenticity, Emotions and Me, Mood Walks, Living life to the Full, Land based healing drumming circles).
	Ensure information is easily accessible and promoted in multiple locations.
	Approach St-Lawrence College for a potential partnership to have a local wellness app developed by students. (A wellness app can provide information on community services, activities, group sessions and more.)
	Ensure these programs are affordable and accessible. Promote financial "aid" programs for these services.
Inventory and promote peer mentorship or support group programs in person and online around specific themes.	Ensure we have services for individuals who have suffered a miscarriage, stillbirth, live with chronic pain or living with AIDS and HIV.
	Explore local support program on pandemic related PTSD.
	Create local support programs specifically for PTSD. Work with trauma therapists to provide appropriate training to mental health workers. Offer a variety of programs including EMDR, exposure therapy and virtual reality.
Work with community partners to be a stronger voice for change.	Work collaboratively to implement the Suicide Prevention Coalition's Strategic Plan.
	Lobby for resiliency skills to be part of the school curriculum
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Canadian Mental Health Association	
Community Addiction and Mental Health Services - CCH	
Centre de Santé Communautaire de l'Estrie	
Community Addiction and Mental Health Services - CCH	
EarlyOn	
Eastern Ontario Training Board	
Inspire Community Support Services	
Koala Place, Child and Youth Advocacy Centre	

L'équipe psycho sociale
Man to Man
MenTalk
Mohawk Council of Akwesasne - Department of Health
ON y va
Seaway Valley Community Health Center
Transition Cornwall +
Youth Wellness Hub

Strategy #5

Continue working on becoming a dementia friendly community.

Solutions	Supportive details and action items
Support existing efforts in becoming a dementia friendly community.	Work with the Alzheimer's Society to encourage private, public and non-profit sectors to become dementia friendly.
Education on dementia and Alzheimer's	Ensure there is easy access to education in the community on the types of dementia, what to expect and how to behave when someone is going through the stages of dementia.
	Education on physician assisted death and on living wills.
	Working towards not only a dementia friendly community but also a dementia aware community.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
Alzheimer Society of Cornwall & District	
Cornwall Community Hospital	
Geriatric Mental Health Services - CCH	
Senior Friendly Committee	

Knowledge and tools for employers on mental health and mental illness in the workplace.

Solutions	Supportive details and action items
Partner with the Chamber of Commerce, Eastern Ontario Training Board and Economic Development Departments to offer training to small businesses or self-employed professionals.	Promote partnerships with Community Integration through Co-operative Education at St-lawrence College.
	Help promote Mental Health Works offered by CMHA.
Ensure employers are promoting available mental health resources through EAP if available.	Encourage employers to go above and beyond the standard package to ensure enhanced quality of care.
	Ensure confidentiality for employees when accessing mental health services.
Sharing resources on how to build safe, vibrant, and understanding workplaces which ensures people feel valued.	Promote the flexible use of sick or personal days detailed in HR policies.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
Canadian Mental Health Association	
City of Cornwall - Economic Development	
Cornwall & Area Chamber of Commerce	
Eastern Ontario Training Board	
Moose Creek Chamber of Commerce	
North Dundas Chamber of Commerce	
North Dundas Economic Development Officer	
North Glengarry Economic Development Officer	
North Stormont Economic Development Officer	
South Dundas Chamber of Commerce	
South Dundas Economic Development Officer (Communication Partner)	
South Glengarry Economic Development Officer	
South Stormont Chamber of Commerce	
South Stormont Economic Development Officer	
United Counties of SDG - Economic Development	

Adaptive, accessible, and flexible mental health and addictions service delivery to meet people's individual needs.

Solutions	Supportive details and action items
Create a community assessment and anonymous survey to determine the level of accessibility for local services to identify opportunities for improvement while using new Mental Health data collected by the Eastern Ontario Health Unit.	Evaluate the needs for increasing after hours and walk in mental health services.
Use collected data to encourage partners to provide more accessible services.	Encourage local Police Department to respond to mental health calls out of uniform.
	Work with partners in Akwesasne and equity deserving communities to ensure the delivery of all services take into consideration their cultural needs.
Work towards free or affordable transportation to and from appointments for those without access to vehicles.	Promote existing services and identify gaps.
Encourage agencies to offer home visits for complex cases and promote the use of mobile services such as the Recovery Care Van.	Find additional funding to allow the growth and sustainability of home visits.
Ensure partners continue offering virtual Mental Health Service.	Continue innovating new models of services such as Text and apps.
	Ensure all virtual serviced are accessible to individuals with varying disabilities.
	Ensure innovation doesn't create gaps due to lack of digital literacy and access to technology.
	Advocate for better internet connection in rural communities.
Provide better accessibility to mental health and addictions services in rural communities.	Work with partners to create satellite offices in the Counties and Akwesasne for mental health services.
	Promote programs with a focus on mental health in the agriculture community.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
Akwesasne Mohawk Police	
Canadian Mental Health Association	
Carefor	
CCH: Community Addiction and Mental Health Services	
CCH: Child and Youth Mental Health Services	
Cornwall Police Services	

Help Addiction and Mental Health Recovery Services Cornwall
Inspire Community Support Services
L'équipe psycho sociale
Ontario Provincial Police - Stormont Dundas and Glengarry Detachment
Social Development Council of Cornwall and Area
Youth Wellness Hub

Health Services Pillar

Strategy #1

Work with existing efforts to attract and retain medical professionals to fully service our communities.

Solutions	Supportive details and action items
Work with the Regional Interagency HHR (Health Human Resources) Project Team co-lead by the Great River OHT and the Social Development Council to implement the Health Recruitment Strategic Plan. The plan was created with input from over 100 individuals who attended the Health Recruitment Strategic Planning Summit that took place on March 3rd, 2023. The strategic pillars and priorities can be found below.	
Advocacy	Advocate for sufficient funding and provincial changes in order to address our shortage of medical professionals.
	Ensure compensation is not a barrier to deliver health care services.
	Support Akwesasne in advocacy with the Ontario and Quebec Governments to ensure ease of access to health services for all residents.
	Advocate for changes that will welcome foreign professionals to practice in our communities.
	Advocate for changes in post secondary education to ensure it is accessible to all.
Collaboration	Create a regional interagency HHR project team for health care providers to work better together, share best practices and address needs.
	Create a local information and resource sharing network to ensure the regional health care sector is aware of all funding opportunities, programs and recruitment efforts.
Human Resources	Focus on retention to reduce turnover and address the staffing shortages.
	Embrace equity, diversity and inclusion in the workplace.
	Adapt to the changing needs of the work force and work culture.
Recruitment	Create a Regional Health Recruitment Task Force.
	Come together to create a Cornwall, SDG and Akwesasne Regional Branding.
Community Economic & Social Development	Collaborate on social development initiatives with partners to address the housing crisis, EDI and gaps in transportation services.
	Work with municipalities and the business sector to support community economic development such as recreation and small business growth.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Akwesasne Mohawk Board of Education - Child Care	
City of Cornwall - Economic Development	

Cornwall Community Hospital
Cornwall Community Hospital Foundation
Cornwall SDG Human Services - Child Care
Hôpital Glengarry Memorial Hospital
Mohawk Council Of Akwesasne
Mohawk Council of Akwesasne - Department of Health
Great River Ontario Health Team
United Counties of SDG
United Counties of SDG - Economic Development
Winchester District Memorial Hospital

Strategy #2

Accessible workshops, classes, and programs dedicated to prevention.

Solutions	Supportive details and action items
Create a complete list of programs that is available and ensure this list is updated regularly and shared with our community.	Use the list to identify the gaps and work with community partners to create a plan to fill the gaps.
	Work with local health providers to implement new programs.
	Ensure list includes programs such as nutrition, healthy lifestyles, smoking cessation, diabetes, Well Baby Clinics, and caregiver support.
	Use community hubs to increase accessibility.
Ensure opportunities for free access to indoor and outdoor physical activity and equipment.	Create free fitness workshops for vulnerable populations.
	Ensure there is inclusion of workshops that do not require equipment such as walking groups with accountability.
	Provide education on the use of free/outdoor exercise equipment.
	Learn from the lending libraries in Stormont and Dundas to create similar programs across the region.
	Ensure there are no financial barriers to access recreational activities in SDGCA (ex: Provide passes to outdoor activities through libraries).
Support the implementation of local municipal recreation master plans.	Ensure they are implemented with a lens of equity and accessibility
Partners committed to implementation	
211	
Centre de Santé Communautaire de l'Estrrie	

City of Cornwall - Parks and Recreation
Cornwall Public Library
Eastern Ontario Health Unit
Mohawk Council of Akwesasne - Department of Child & Family Services
Mohawk Council Of Akwesasne
North Dundas Parks and Recreation
North Glengarry Parks and Recreation
North Stormont Parks and Recreation
Raisin Region Conservation Authority
SDG Library
Seaway Valley Community health Center
Social Development Council of Cornwall and Area
South Dundas Parks and Recreation
South Glengarry Parks and Recreation
South Nation Conservation Authority
South Stormont Parks and Recreation

Strategy #3

Advocate for true Universal Health Care

Solutions	Supportive details and action items
Create an assessment-based emergency fund for medical care to fill the gap for those in need.	Ensure they have accessed all other supports (ex Trillium etc.). See Community Safety Pillar Strategy #4 Support families and individuals in emergency or financial crisis situation.
Leverage existing advocacy campaigns to lobby system changes at the provincial and federal level.	Lobby to expand Universal Health Care to include eye and dental and essential medical care, medication, and supplies. Advocate for medical professionals to receive the same compensation regardless of how the patient is paying. (Ex. ODSP/OW versus insurance).
Provide System navigation through the existing supports by collaborating with 211 and GROHT.	Ensure 211 is updated with all local resource and educate doctors the benefits of 211. Support the OHT as they explore 24/7 system navigations.
Ensure clients can advocate for themselves or have someone that can advocate for them.	Work with existing programs to mentor individuals to become advocates (ie: PLEO, Senior Clubs, Caregiver Center).

Encourage and equip residents to be able to vote in local elections and be engaged with their local candidate and the issues.	Facilitate the conversation between residents and candidates regarding issues related to health care.
Create a lending library for medical equipment.	Consult with Dundas County Hospice on how we can expand this program to the community as a whole.
Promote funding programs or affordable alternatives for medical equipment and care.	Promote the existing Free Clinics and Healthy Smiles.
	Ensure the process is easy and accessible.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Social Development Council of Cornwall and Area	
Great River OHT	

Strategy #4

Advocate for extended health coverage for new Canadians.

Solutions	Supportive details and action items
Join existing provincial and federal lobbying campaign.	Ensure the necessary medical care for new Canadians goes beyond emergency services.
Promote what services are available to newcomers and collaborate with partners to address gaps in services.	Work with EOTB and ACFO to connect them with the appropriate health related resources that service newcomers.
	Ensure this is shared in multiple languages.
	Partner with L'équipe psycho-sociale who will be piloting a program to encourage and offer culturally appropriate mental health services to racialized communities.
	Survey newcomers to identify gaps in health services available to them.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry	
Le Réseau de soutien à l'immigration francophone de l'Est de l'Ontario	
L'équipe Psycho-Sociale	
Local Immigration Partnership	
Newcomer Employment Welcome Services	
Social Development Council of Cornwall and Area	
TR Leger Immigrant Services	

Adaptive, accessible, and flexible health services delivery to meet people and their individual needs.

Solutions	Supportive details and action items
Ensure partners continue offering virtual Health Service.	Continue innovating new models of service such as Text and apps.
	Ensure all virtual serviced are accessible to individuals with varying disabilities.
	Ensure innovation doesn't create gaps due to lack to digital literacy and access to technology.
	Advocate for better internet connection in rural communities.
	Promote Health 81 (Telehealth).
Ensure members of our community have access to transportation in order to attend their medical appointment.	Support and promote existing volunteer and organization run transportation programs.
	Work with existing transportation providers such as non-profits, transit, taxi and more to expand sustainable shuttle service for seniors or those with disabilities and address the lack of public transportation across SDGCA.
Work with health care providers to ensure better accessibility in rural communities.	Encourage agencies to offer home visits for complex cases and promote the use of mobile services such as the Recovery Care Van.
	Create community Satellite offices in all municipalities which will mitigate the costs of travel. (Possible locations: Pharmacies, libraries, Community Hub and Warming Centre, etc.)
Advocacy for additional funding for non-profit and health service agencies to ensure accessible services for all.	Survey clients and the community on when, where, and how they would like to access their health services to identify gaps.
	Advocate for a 24-hour walk clinic.
	Ensure advocacy also includes funding for additional days, receptions, administration, cleaners, etc.
Better communicate existing services that are flexible.	Ensure websites and 211 have updated information on service hours and programs.
	Education on the abilities now provided to pharmacists to prescribe certain medications.
Work with partners in Akwesasne	Ensure the delivery of all services take into consideration the cultural needs of our indigenous community.
Advocate for barrier free parking at medical facilities.	Advocate for further funding for medical facilities to replace the financial loss of potentially removing parking fees.
	Provide free parking passes to vulnerable people through a donation system.
	Encourage the creation of more accessible parking spaces.
Timeline to begin implementation	1 to 2 years.
Partners committed to implementation	

Carefor
Cornwall Transit
EarlyOn
Eastern Ontario Health Unit
Great River Ontario Health Team
J. W. MacIntosh Community Support Services
Maxville Manor
ON y va
Social Development Council of Cornwall and Area
Volunteer Administrators Network

Strategy #6

More support for Allied Health Services

Solutions	Supportive details and action items
Create inventory of existing services.	Ensure inventory is made public.
Advocate for more funding for the client and the professionals.	Such as Nutritionist, etc.
Work with the Ontario Health Teams in our area.	Support their proposal to the provincial government.
Educate local employers on expanded benefit coverage.	Includes mental health and self care expenses.
Encourage health professionals to adopt a sliding scale for fees.	This would provide the opportunity for low income individuals to access these services.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
Centre de Santé Communautaire de l'Estrie	
Eastern Ontario Health Unit	
Home and Community Care Support Services Champlain	
Seaway Valley Community health Center	
Great River Ontario Health Team	

Strategy #7

Educational opportunities to teach individuals about new technologies now being used in health care.

Solutions	Supportive details and action items
Collaborate with literacy providers such as Tri-County Literacy Council and Moi j'apprends.	Promote existing digital literacy programs.
	Explore further funding opportunities for literacy providers to offer more specific and specialized courses. (Personal care devices, clinic check-in computers, etc.)
Work with Seniors clubs and Carefor to deliver such training.	Ensure accessibility to training (ex: Access to internet, tech literacy, Visual impairment, ect.)
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
Carefor	
Centre Charles-Emile Claude	
GIAG Adult Day Program	
J. W. MacIntosh Community Support Services	
Moi j'apprends	
Senior Friendly Committee	
Tri-County Literacy Council	

Poverty Pillar

Strategy #1

Ensure we have adequate housing for all.

Solutions	Supportive details and action items
Work with existing efforts lead by municipalities.	Support the A HOME Collaborative.
	Support the implementation of City of Cornwall and United Counties of Stormont Dundas & Glengarry Housing Revitalization Plan.
	Encourage the development of incentive programs for landowners to donate property for social housing.
Advocate to simplify the process to apply for housing supports.	Work with social and housing services to advocate for necessary changes at the provincial level.
Advocate for more supportive housing for those with specific needs.	Such as mental health illnesses, disabilities, or other health needs.
	Ensure adequate supportive devices (Lighting, visual doorbell/fire alarm, etc.).
Advocate for the creation of an emergency shelter and transitional housing.	Work with existing efforts by the local non-profit community.
Work with partners to provide education to tenant.	Support the Tenant Association of Cornwall and Area.
Timeline to begin implementation	0 to 6 months
Partners committed to implantation	
Akwasasne Family Wellness Program	
Akwasasne Healing Center	
Canadian Mental Health Association	
CCH: Community Addiction and Mental Health Services	
City of Cornwall - Mayor's Task Force on Housing	
Cornwall SDG Human Services - Housing	
Eastern Ontario Training Board	
Habitat for Humanity	
House of Lazarus	
Maison Baldwin House	
Maison Interlude House	

Mohawk Council Of Akwesasne
Mohawk Council Of Akwesasne - Housing, Infrastructure and Environment
Naomi's Family Resource Centre
Regional Emergency Strategic Response Council
Seaway Valley Community Health Center
Social Development Council of Cornwall and Area
Township of North Dundas
Township of North Glengarry
Township of North Stormont
Township of South Dundas
Township of South Glengarry
Township of South Stormont
United Counties of SDG
United Way of SDG

Strategy #2

Accessible client centered services providing equal consideration and treatment for all clients.

Solutions	Supportive details and action items
Lobby Provincial Government for system changes.	Engage with Political Candidates during elections.
	Advocate for the ability to save and build equity while on social assistance.
	More discretion or flexibility for case workers. Learn from the flexibility Akwesasne has with income assistance.
	Smoother transition between programs (ex: Moving from ODSP to CPP).
Engage with people with lived experience to identify gaps.	Work collaboratively to address gaps in our community.
Offer training opportunities to grow empathy in the front-line sector.	Offer more Equity, Diversity and Inclusion training to agencies including Akwesasne lead culture sensitivity and services delivery training.
Connect with national programs on credit creation for social assistance recipients.	Use these resources to advocate with community, workers and recipients.
Work with partners in Akwesasne.	Ensure the delivery of all services take into consideration the cultural needs of our indigenous community.

Reduce barriers to accessing services by creating adaptive, accessible, and flexible social services delivery models to meet people and their individual needs.	Encourage municipalities and institutions to provide free internet access to ensure there are no barriers to accessing services.
	Create satellite offices across SDG and Akwesasne.
	Encourage agencies to offer flexible hours.
	Offer free or affordable transportation.
	Ensure clients have access to technology.
	Ensure virtual services are still available.
	Encourage the use of translation services.
	Work with 211 or ConnexOntario to help identify gaps in how to provide services.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Cornwall SDG Human Services	
CUREA - Coalition for Unity, Respect, Equity\Equality	
Diversity Cornwall	
Mohawk Council Of Akwesasne - Community Support Program	
Roy McMurtry Legal Clinic	
Seaway Valley Community Health Center	
Social Development Council of Cornwall and Area	
Volunteer Administrators Network	

Strategy #3

Advocate for accessibility to basic needs.

Solutions	Supportive details and action items
Bringing awareness to Housing as a basic need.	Supporting the work of existing initiatives and communicate their efforts to the greater population (RESRC Housing and Homeless Working Group, the Housing Mapping Report and the A HOME collaborative. etc).
Advocate for free or affordable education and training.	Advocate for affordable trades training.
	Join existing campaign such as Ontario Federation of Students and provide input on provincial planning tables provinces.
Fight to end food insecurity.	Revive Food insecurity working group with EOHU.
	Join existing campaign such Food Secure Canada, Feed Ontario, Second Harvest Canada, Sustain Ontario and provide input on provincial planning tables provinces.

	Continue working to implement Community Gardens.
	Create a local strategy to tackle Food Waste.
	Support Green Food Boxes.
Advocate for a Basic Income/Living wage.	Advocate for fair increases to ODSP and OW that includes clothing allowance, moving expenses, first and last month's rent etc. and ensure it reflects continuous increase in cost of living.
Identify service gaps in transportation including our rural community.	Work with Cornwall Transit for affordable passes.
	Advocate for free transit.
	Create a plan to address transportation in the counties and Akwesasne.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Beyond 21	
Canadian Mental Health Association	
Carefor	
Centre 105	
Centre de Santé Communautaire de l'Estrie	
Community Food Share	
Eastern Ontario Health Unit	
Eastern Ontario Training Board	
Food Banks United	
Glengarry Interagency Group	
House of Lazarus	
J. W. MacIntosh Community Support Services	
Job Zone d'emploi	
L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry	
Le Réseau de soutien à l'immigration francophone de l'Est de l'Ontario	
Mohawk Council Of Akwesasne	
Newcomer Employment Welcome Services	
Saint Vincent de Paul Alexandria Food Bank	
Saint Vincent de Paul Cornwall	
Salvation Army Cornwall	
Seaway Valley Community Health Center	
Senator Bernadette Clement	

Social Development Council of Cornwall and Area
The Agape Centre
TR Leger Immigrant Services
Transition Cornwall +
Tri-County Literacy Council
United Way of SDG
Upper Canada Leger Centre for Education and Training

Strategy #4

Identify the gaps in services offered to the working poor.

Solutions	Supportive details and action items
Engage with existing agencies and people with lived experience to identify the gaps.	Work as a collective to find solutions to gaps in services offered to working people living in poverty.
Advocate for programs and services that support working people.	Fight against precarious work to ensure employees are receiving benefits (Contract, seasonal, part time).
	Advocate for affordable daycare.
	Lobby to create a cap on Payday Loans and support Hon. Pierrette Ringuette with her Bill to Amend the criminal code.
Work towards transportation programs from Akwesasne to connect individuals with employment.	Work in collaboration with local employers and services providers to help fill job opportunities.
Encourage local employers to re-evaluate hiring policies regarding individuals with criminal records.	Education targeted towards employers about discriminatory policies and options when considering a candidate with a record.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
City of Cornwall - Economic Development	
Cornwall & Area Chamber of Commerce	
Cornwall SDG Human Services - Child Care	
Employability Network	
Le Réseau de soutien à l'immigration francophone de l'Est de l'Ontario	
Local Immigration Partnership	
Moose Creek Chamber of Commerce	
North Dundas Economic Development Officer	

North Glengarry Economic Development Officer
North Stormont Economic Development Officer
Roy McMurtry Legal Clinic
Senator Bernadette Clement
Social Development Council of Cornwall and Area
South Dundas Chamber of Commerce
South Dundas Economic Development Officer (Communication Partner)
South Glengarry Economic Development Officer
South Stormont Chamber of Commerce
South Stormont Economic Development Officer
United Counties of SDG - Economic Development

Strategy #5

Ensure adult learners have access to diverse and inclusive learning opportunities.

Solutions	Supportive details and action items
Continued marketing campaigns to promote existing programs with different learning styles.	Education resource list. One location that promotes all adult education options from literacy to university.
	Promote and expand existing literacy training and employment preparation programs.
Remove barriers to adult learners.	Ensure Internet access and technology is accessible.
	Adult guidance counselling and mentorship to support educational goals and career changes.
Promote the use of Second Career.	Advocate for fewer restrictions and recognize being a stay-at-home parent as a first career.
Empower people to consider entrepreneurship programs.	Promote local organizations that support new business owners.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
ACCFutures	
Akwesasne Mohawk Board of Education	
Akwesasne Career and Employment Support Services	
Contact North Cornwall	
Cornwall Business Enterprise Centre	
Eastern Ontario Training Board	

Glengarry Interagency Group
Job Zone d'emploi
Literacy Service Planning Committee
Mohawk Council Of Akwesasne - Community Support Program
Moi j'apprends
St-Lawrence College
TR Leger School of Adult, Alternative and Continuing Education
Tri-County Literacy Council

Strategy #6

Equip individuals with skills that build resilience.

Solutions	Supportive details and action items
Create a community wide communication and promotional strategy for existing programs.	Create an inventory of existing programs that includes the following subjects: Food prep, budget, laundry, sex education, independence, financial literacy, good consumer practices, resiliency, healthy relationships, stress management, conflict resolution skills, conflict resolution skills, anger management, emotion regulation, home ownership and maintenance, coping mechanisms, self compassion, self awareness, forgiveness, etc.
Fill the gaps identified when inventory is created.	Ensure culturally appropriate accessible workshops are delivered by existing partners.
	Ensure this starts in the school systems with age appropriate topics at every step of their development.
Promote prevention and mentorship programs that can break the cycle of poverty.	Support the implementation of Circles across SDG, Cornwall and Akwesasne.
	Encourage Big Brothers Big Sisters to launch a local Mpower program for youth 15 to 24 (Transition into Adulthood).
	Help promote the recruitment of BIGs with Big Brothers Big Sisters.
	Create opportunities to expand your social network and community such as a coordinated effort to connect people to the appropriate faith based groups and clubs to build connections.
Timeline to begin implementation	1 to 2 years
Partners committed to implantation	
Akwesasne Boys and Girls Club	
Bereaved Families of Ontario-Cornwall & Area	

BGC Cornwall/SDG
Big Brothers Big Sisters of Cornwall and Area
Canadian Mental Health Association
Centre de Santé Communautaire de l'Estrie
Children's Aid Society of SDG
Circles - Cornwall SDG Human Services
Cornwall Interfaith Partnership
Maison Baldwin House
Maison Interlude House
Mohawk Council Of Akwesasne - Housing, Infrastructure and Environment
Moi j'apprends
Naomi's Family Resource Centre
Roy McMurtry Legal Clinic
Seaway Valley Community Health Center
Sexual Assault Support Services Stormont, Dundas, Glengarry & Akwesasne
Tri-County Literacy Council
Youth Wellness Hub

Strategy #7

Remove the stigma that is often associated with living below the poverty line.

Solutions	Supportive details and action items
Education campaign targeted to employers.	Education and information for employers on the reality of poverty and the barriers it may cause employees.
Public education campaigns about the reality of living in poverty.	Support the planning of, and participation in events like the Homelessness Maze, Do the Math Challenge, the Poverty Game, Hunger Awareness Challenge etc. Encourage employers, government officials, business leaders, doctors, lawyers and CEOs to participate.
	Community campaign with real stories of living in poverty that the community can relate to.
	Workshops on the reality of poverty to the general public, business community, front line staff, government officials, elected officials, community leaders, etc.
Timeline to begin implementation	0 to 6 months

Partners committed to implantation
Akwesasne Career and Employment Support Services
City of Cornwall - Economic Development
Cornwall & Area Chamber of Commerce
Cornwall & District Labour Council
Eastern Ontario Training Board
Employability Network
Glengarry Interagency Group
Job Zone d'emploi
Le Réseau de soutien à l'immigration francophone de l'Est de l'Ontario
Local Immigration Partnership
Moose Creek Chamber of Commerce
North Dundas Chamber of Commerce
North Dundas Economic Development Officer
North Glengarry Economic Development Officer
North Stormont Economic Development Officer
Social Development Council of Cornwall and Area
South Dundas Chamber of Commerce
South Dundas Economic Development Officer (Communication Partner)
South Glengarry Economic Development Officer
South Stormont Chamber of Commerce
South Stormont Economic Development Officer
The Agape Centre
United Counties of SDG - Economic Development
United Way of SDG

Strategy #8

Supporting children of low-income families.

Solutions	Supportive details and action items
Promote existing programs supporting youth and child development.	Support existing breakfast and snack programs.
	Promote homework help programs and tutoring.
	Financial assistance for after school and homework programs.

Advocate for financial assistance for specific needs	Allowance for clothing and supplies for children going back to school.
	Affordable/free extra curricular activities.
Advocate for a better learning environment for all.	Advocate for smaller class sizes, more EAs etc.
Timeline to begin implementation	2 to 4 years
Partners committed to implantation	
Ahkwesahsne Mohawk Board of Education	
BGC Cornwall/SDG	
Akwasasne Boys and Girls Club	
Big Brothers Big Sisters of Cornwall and Area	
Catholic District School Board of Eastern Ontario	
Federation of University Women Cornwall & District	
Child and Youth Mental Health Services - CCH - By providing free publicly funded services	
Conseil des écoles publiques de l'Est de l'Ontario	
Conseil scolaire de district catholique de l'Est ontarien	
Cornwall Compassion Center	
Cornwall Interfaith Partnership	
EarlyOn	
Eastern Ontario Health Unit	
Elementary Teachers' Federation of Ontario	
ON y va	
The Agape Centre	
Upper Canada District School Board	

Strategy #9

Join the campaign that encourages employers to pay a living wage.

Solutions	Supportive details and action items
Grow the local living wage campaign in collaboration with the provincial movement.	Celebrate employers who already pay a living.
	Work with chambers of commerce.
Education and awareness on the economic impact of living wage.	Use local media sources and social media.
Timeline to begin implementation	6 months to a year

Partners committed to implantation
Cornwall & Area Chamber of Commerce
Cornwall & District Labour Council
Eastern Ontario Health Unit
House of Lazarus
Living Wage Ontario
Moose Creek Chamber of Commerce
Social Development Council of Cornwall and Area
South Dundas Chamber of Commerce
South Stormont Chamber of Commerce
The Agape Centre
United Way of SDG

Community Safety Pillar

Strategy #1

Enhance awareness and promote existing services beyond first response within the Police, Fire and Paramedic services.

Solutions	Supportive details and action items
Create an inventory of the peripheral services offered by Police, Fire, and Paramedic services.	Ensure inventory is public and kept updated on a regular basis.
Facilitate a community marketing campaign about the identified services.	Showcase services on a regular basis in local media.
	Contribute to Community Calendars.
	Work with community organizations to share and promote each other's services.
	Ensure all programs are updated on 211.
Ensure our frontline is aware of the existing services in order to refer their clients.	Communicate with service providers through coordinated newsletters and emails.
Work with partners in Akwesasne.	Ensure the delivery of all services take into consideration the cultural needs of our indigenous community.
Timeline to begin implementation	ongoing
Partners committed to implementation	
ACSDG Situation Table	
Community Action Network Against Abuse	
Koala Place, Child and Youth Advocacy Centre	
Social Development Council of Cornwall and Area	
Victim Services of S.D.G. & A	



Solutions	Supportive details and action items
Inventory existing programs, ensure there is sufficient communication and support and identify gaps.	Update the service mapping to include all programs. Helps with promotions to encourage participation and to prevent duplication.
Crime and abuse prevention program for those at risk of offending.	Offers ways to relieve frustrations such as Smash Rooms, Art Programs, etc. Find a community partner with the capacity to run Caring Dads. Helping individuals address past trauma. Create Peer support for adults who are at risk of offending.
Crime Prevention program for youth 25 and under.	Support Laurencrest Youth Services Inc. in their joint proposal to the Minister of Children, Community and Social Services to pilot the expansion of Intersections to support Ontario's Redesign of the Child Welfare System and evaluate the efficacy of the program in lowering a child/youth/families contact with the child welfare system. Intersections provides a prevention based, early intervention option for child welfare workers and police through a stream-lined, consistent, evidence-based referral program to help children and youth access appropriate services and reduce the likelihood of becoming involved with the child protection or justice systems. It provides a way for police and child welfare workers to intervene early, through Intersections, redirecting children and youth to the right services with the long-term goal of improving well-being and ensuring they have the support they need to succeed and thrive. Create a flow chart for parents that can help them identify what to do when a child is in crisis. Ensure we have sufficient after school programs for youth such as BGC and Youth Wellness Hub. Facilitate the creation of an outreach program to youth by youth. Ensure health and wellness activities that support prevention in youth and young adults are in place by working with partners like the Youth Wellness Hub and many other organizations already providing these activities. Teach resiliency skills to kids in schools, (Ex: Therapist on site, meditation area, smash room, sensory room etc.). Ensure support for families of kids in crisis. Create crisis beds for youth in SDG. Promote Victim Services' in their Internet Child Exploitation (ICE) Counselling Program



Support and help expand Vulnerable Sector Mobile Acute Response Team (VSMART) with the Cornwall Police Services and the Mobile Crisis Response Team with the SDG OPP.	Advocate for financial support to expand.
	Educate the community about these programs.
	Support the creation of a program with the Akwesasne Mohawk Police.
Continue to collect good and usable statistics and data for our region.	Use data to make informed decisions.
Ongoing support for the local Situation Table.	Ensuring frontline workers are aware of how to access the Situation Table for their clients.
	Ensure Situation Table has adequate support to meet the needs of our community.
Support EOHU and the implementation of their Substance Use Health Strategy.	Encourage the creation of an Integrated Harm Reduction Strategy.
	Education on addiction, prevention and how to identify addiction.
	Provide NARCAN training to targeted populations.
	Education on the reality of addictions to foster empathy.
	Build capacity in programming for mental health and addictions including first responders.
	Lobby for the creation of safe injection sites.
Programs for potential offender of domestic violence.	Ensuring this subject is included in the school curriculum about healthy relationships and consent.
	Offer opportunities for emotional training at younger ages.
	Explore expanding the Getting Along Together (GAT) programs offered at the Akwesasne Mohawk School across schools in SDG and Cornwall.
	Explore reinstating Paths to Change.
Support Neighbourhood Watch programs to ensure community safety for all residents.	Provide targeted training to groups of individuals on what to watch for regarding potential crime and proper reporting structure. Ex: Dog walker, crossing guards, park animators, taxi driver and municipal staff.
	Community training on the proper reporting structure and what to do when they see a broken window, vandalism, etc.
	Work with By-law offices to coordinate effective Neighbourhood Watch programs, Prone Safety and discourage vigilantism.
	Encourage municipalities to instal blue light emergency phones in strategic locations.
	Ensure to have Personal Safety as an element when implementing the housing registry if approved.



	Learn from the program developed in Akwesasne.
	Support firefighters home visit assessments to identify households in need.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
ACSDG Situation Table	
Akwesasne Mohawk Police	
Children's Aid Society of SDG	
City of Cornwall	
Collaborative Justice Program	
Cornwall Police Services	
Inspire Community Support Services	
Koala Place, Child and Youth Advocacy Centre	
Laurencrest Youth Services Inc.	
Maison Baldwin House	
Maison Interlude House	
Mohawk Council Of Akwesasne	
Mohawk Council of Akwesasne - Department of Child & Family Services	
Naomi's Family Resource Centre	
Ontario Provincial Police - Stormont Dundas and Glengarry Detachment	
Probation and Parole	
Roy McMurtry Legal Clinic	
Township of North Dundas	
Township of North Glengarry	
Township of North Stormont	
Township of South Dundas	
Township of South Glengarry	
Township of South Stormont	
United Counties of SDG	
Victim Services of S.D.G. & A	
Youth Justice Services	



Strategy #3

Build trust towards public safety agencies.

Solutions	Supportive details and action items
Coordinate community events to engage residents and youth to meet our emergency teams and encourage an open dialogue.	Continue and encourage activities such as Touch a Truck and "Tickets" for kids caught doing good deeds.
	Mobile Meet and Greets or Open Houses between emergency service providers and residents.
	Encourage the presence of Public Safety agencies in schools beyond emergency situations to build relationships with youth.
	Encourage our public safety agencies to be involved in and volunteer at community events.
Expand on existing training for EMS and Firefighter on Mental Health response.	Including Non-Crisis Intervention training.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
Akwesasne Mohawk Police	
Cornwall Police Services	
Cornwall SDG Paramedic Services	
North Dundas Fire Department	
North Glengarry Fire Services	
North Stormont Fire Department	
Ontario Provincial Police - Stormont Dundas and Glengarry Detachment	
South Dundas Fire & Emergency Services	
South Stormont Fire and Rescue	
The Cornwall Fire Service	
Township of South Glengarry Fire Services	
Victim Services of S.D.G. & A	

Strategy #4

Support families and individuals in emergency or financial crisis situation.

Solutions	Supportive details and action items
Create a Community Emergency Resource Fund.	Explore other funding opportunities to continue the Emergency fund that was initiated by The Regional Emergency Response Council.



	Create a checklist with all other funding sources to ensure families and individuals have exceeded all other available options.
	Create an application process that does not set strict criteria and funding parameters.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
ACSDG Situation Table	
Community Action Network Against Abuse	
Cornwall SDG Human Services	
House of Lazarus	
Koala Place, Child and Youth Advocacy Centre	
Mohawk Council Of Akwesasne - Community and Social Services	
Mohawk Council Of Akwesasne - Community Support Program	
Social Development Council of Cornwall and Area	
United Way of SDG	
Victim Services of S.D.G. & A	

Strategy #5

Public education campaign about cyber crime and safety.

Solutions	Supportive details and action items
Create a safety education campaign about the risks associated with social media.	Ensure schools are providing proper training to children and teens in collaboration with local police services.
	Educate parents and guardians on the reality and the risks of social media and the correlations to mental health.
	Lobby for laws that create safer online structures such as personal liability for the content you produce online, such as expressions of bullying.
	Create a public campaign for all age groups.
Provide public education on the different kinds of cyber crimes.	Provide age specific training to ensure seniors are aware of the potential risks. Work with senior clubs and retirement homes.
Timeline to begin implementation	ongoing
Partners committed to implementation	
Ahkwesasne Mohawk Board of Education	
Akwasasne Mohawk Police	

Catholic District School Board of Eastern Ontario
Catholic District School Board of Eastern Ontario, Parent Involvement Committee
Catholic District School Board of Eastern Ontario, Special Education Advisory Committee
Conseil des écoles publiques de l'Est de l'Ontario
Conseil scolaire de district catholique de l'Est ontarien
Conseil scolaire de district catholique de l'Est ontarien, Comité de participation des parents
Cornwall Police Services
Koala Place, Child and Youth Advocacy Centre
Ontario Provincial Police - Stormont Dundas and Glengarry Detachment
Seaway Valley Crime Stoppers
Upper Canada District School Board
Victim Services of S.D.G. & A

Strategy #6

Foster pride in our community and personal responsibility.

Solutions	Supportive details and action items
Encourage placemaking and beautification projects.	Encourage the use of crime prevention through environmental design (CPTED).
	These projects can lower crime rates and attract people which creates an informal but effective community surveillance system.
Create a community wide positive communications strategy.	Communicate the great things happening in our communities (through social media, apps etc.)
	Encourage the sharing of positive news and positive imagery. Support news outlets that are already doing so (Local Seeker).
	Community Champion to lead positivity campaigns that spotlight programs and people in our community Ex: Possible the use of a Mascot.
	Encourage all municipalities to create videos like Street Level.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
City of Cornwall	
Cornwall & Area Chamber of Commerce	
Downtown Cornwall BIA	
ExperienCity Project	



Mohawk Council Of Akwesasne
Moose Creek Chamber of Commerce
North Dundas Chamber of Commerce
South Dundas Chamber of Commerce
South Stormont Chamber of Commerce
Township of North Dundas
Township of North Glengarry
Township of North Stormont
Township of South Dundas
Township of South Glengarry
Township of South Stormont
Transition Cornwall +
United Counties of SDG

Strategy #7

Work with municipalities to examine property standards and focus on increasing the stock of safe and adequate housing.

Solutions	Supportive details and action items
A public education campaign for the community regarding property standards.	Support tenant education and the Tenant Association of Cornwall and Area.
	Sharing information on property standards and how to report an infraction.
Advocating to address homelessness.	Support the work of existing efforts such as the Housing Mapping Report and the Housing and Homelessness Working Group.
Work with the Human Services Department to ensure new builds and existing housing locations provide a positive quality of life for residents.	Advocate that all new housing development include Air Conditioning.
	Ensure new builds are developed with a climate friendly lens.
	Advocate for access to Wifi in housing developments.
Work to ensure proper loans are available for renovation to homeowners in Akwesasne.	Advocate to make loans available to landlords and property owners. (Loans are currently only available if there is an open mortgage on the home).
Timeline to begin implementation	ongoing
Partners committed to implementation	
Akwesasne Healing Center	
City of Cornwall - Building & By-Law Division	

Cornwall SDG Human Services - Housing
House of Lazarus
Mohawk Council Of Akwesasne
Mohawk Council Of Akwesasne - Housing, Infrastructure and Environment
North Dundas Fire Department
North Glengarry Fire Services
North Stormont Fire Department
Roy McMurtry Legal Clinic
Social Development Council of Cornwall and Area
South Dundas Fire & Emergency Services
South Stormont Fire and Rescue
The Cornwall Fire Service
Township of North Dundas - By-law Enforcement Department
Township of North Glengarry - Building, By law and Planning Department
Township of North Stormont - By-Law Enforcement
Township of South Dundas - By-Law Enforcement
Township of South Glengarry
Township of South Glengarry Fire Services
Township of South Stormont
United Way of SDG
Victim Services of S.D.G. & A

Community Well-Being Pillar

Strategy #1

Provide better awareness of existing resources to ensure residents are accessing the services they need.

Solutions	Supportive details and action items
Promote the use of 211 in our community.	Work with 211 to ensure they have the resources needed to ensure continued promotion of their services.
	Support the development of a 211 app.
	Encourage all agencies to update their 211 information when prompted.
	Request that all service agencies and nonprofits include information about 211 in their voicemail and hold music.
	Work with 211 to ensure the service is available to all residents in Akwesasne which includes engaging service providers to add their information to the 211 database.
	Update Community resource list to share with 211.
	Accessible community communication strategy to ensure everyone is aware of 211 (Include the business community, local media, service sector, colleges, and schools, etc.)
Work with Francophone agencies.	Ensure promotion and delivery of services is bilingual.
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
211	
L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry	
Social Development Council of Cornwall and Area	
United Way of SDG	



Strategy #2

Ensure adequate support and services for caregivers and frontline staff.

Solutions	Supportive details and action items
Identify possible gaps in caregiver support services and create a plan to address them.	Work with OHT Frailty project team in surveying Caregivers regarding their needs and delivery methods.
	Connect with the CHC Caregiver committee to support this action item.
	Collaborate with the Champlain wide Caregiver Strategy.
Promote existing services for caregivers and frontline staff.	Promote Ontario Caregiver Organization and Embrace.
	Support Family Caregiver Centre at CHC in post-Covid reopening.
Work to address the staffing shortage in the health and social service sector.	Lobby provincial government to increase wages for healthcare professionals.
	Provide access to burnout avoidance training and Vicarious Trauma for front line.
	Promote self care opportunities for frontline and caregivers
Timeline to begin implementation	0 to 6 months
Partners committed to implementation	
Cornwall Community Hospital	
Eastern Ontario Caregiver Strategy	
Eastern Ontario Training Board	
Employability Network	
Social Development Council of Cornwall and Area	
Great River Ontario Health Team	
United Way of SDG	

Strategy #3

Limit duplication of services.

Solutions	Supportive details and action items
Support more community partnerships.	Create a cohesive communication strategy that encourages better links between programs and services.
	Create a local non-profit network that shares information, meets annually to learn about each other's services, builds capacity in shared training and celebrates the achievements of the sector.
	Finalize a mapping of all community committees to ensure there is no duplication of effort in the health and human services sectors.



Using current networks, committees, and working groups to identify emerging needs.	Work collectively to address them while ensuring there is no duplication in the sector.
Engage multiple community agencies to create shared community spaces to provide better access to services.	Collaborate with community agencies to identify shared space and resource opportunities that are not necessarily under the same roof (such as boardroom spaces, office space).
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
Akwesasne Mohawk Board of Education	
Catholic District School Board of Eastern Ontario	
Conseil des écoles publiques de l'Est de l'Ontario	
Conseil scolaire de district catholique de l'Est ontarien	
Eastern Ontario Training Board	
L'Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry	
Le Réseau de soutien à l'immigration francophone de l'Est de l'Ontario	
Social Development Council of Cornwall and Area	
United Way of SDG	
Upper Canada District School Board	

Strategy #4

Create and enhance public infrastructure and green space that supports a healthy community that is friendly for all.

Solutions	Supportive details and action items
Ensure we create community spaces where all can feel safe.	Commit to actively work with 2SLGBTQI+, racialized and equity deserving communities to better understand, acknowledge systemic and historic oppression and commit to ensuring all individuals can exist, be safe, and enjoy outdoor spaces.
Engage with municipalities to encourage further development of community spaces.	Bring community events to social housing neighbourhoods like Touch a Truck, or literacy classes.
	Encourage municipalities to implement bicycle friendly and walkable communities for all ages and abilities.
	Support implementation of the Waterfront Master Plan.
	Support the development of the Port Lands.
	Ensure that all new Community Housing includes community space and green space that accomodates youth and seniors.



Ensure our communities have free or affordable outdoor activities for youth, families, and adults.	Create an inventory of existing programs to promote to the public.
	Identify gaps in current service offerings and accessibility to programs.
	Find partners to help fill gaps in programs such as a lending library of equipment, recreation programs, summer camps, etc.
	Partner with existing affordable programs to ensure they are being accessed by the vulnerable population.
	Seek funding to support working families in accessing affordable programs.
	Ensure that transportation is not a barrier to access programs.
Ensure accessibility to recreation services.	Support implementation of the Recreation Master Plans.
	Ensure access to transportation.
Support Placemaking opportunities.	Create outdoor gathering spaces beyond picnic tables such as public chess tables.
	Create free accessible indoor gathering space for the winter.
Timeline to begin implementation	2 to 4 years
Partners committed to implementation	
Akwesasne Boys and Girls Club	
BGC Cornwall/SDG	
Big Brothers Big Sisters of Cornwall and Area	
Children's Aid Society of SDG	
City of Cornwall	
City of Cornwall - Parks and Recreation	
Cornwall Interfaith Partnership	
Cornwall Public Library	
EarlyOn	
ExperienCity Project	
Koala Place, Child and Youth Advocacy Centre	
Mohawk Council Of Akwesasne	
Mohawk Council of Akwesasne - Department of Child & Family Services	
Native North American Travelling College	
North Dundas Parks and Recreation	
North Glengarry Parks and Recreation	
North Stormont Parks and Recreation	



ON y va
Raisin Region Conservation Authority
SDG Library
Social Development Council of Cornwall and Area
South Dundas Parks and Recreation
South Glengarry Parks and Recreation
South Nation Conservation Authority
South Stormont Parks and Recreation
Township of North Dundas
Township of North Glengarry
Township of North Stormont
Township of South Dundas
Township of South Glengarry
Township of South Stormont
Transition Cornwall +
United Counties of SDG

Strategy #5

Create a community with a culture of volunteerism and giving back.

Solutions	Supportive details and action items
Promote and grow the Volunteer Administrator Network.	Creating a shared volunteer database for both the agencies and volunteers.
	Create a shared training for volunteers to streamline the process of volunteer onboarding.
	Bridge the non-profit sector with local chambers of commerce to recognize volunteerism.
	Education on Vulnerable sector police check and liability.
Address gaps in volunteer opportunities	Work with youth and young adults to ensure we are valuing the skill sets and needs of younger volunteers.
Timeline to begin implementation	2 to 4 years
Partners committed to implementation	
Social Development Council of Cornwall and Area	
United Way of SDG	



Strategy #6

A centralized coordination of care.

Solutions	Supportive details and action items
Include more of the necessary people in the circle of care.	Explore the creation of an advocacy network for individuals in need who do not have an adequate support system (Advocacy Office).
Ensure that frontline staff are aware of the Situation Table.	Communication strategy to front line workers.
Create an inventory of services available to support individuals.	Identify gaps in the support for those who need help filling out forms and application processes and promote existing supports.
Ensure better communication within the circle of care.	Identify who is responsible for regular follow ups to ensure no one falls through the cracks.
	Ensure doctors have access to each other. This could regulate the proper medication.
	Care conference.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
ACSDG Situation Table	
Cornwall Community Hospital	
Hôpital Glengarry Memorial Hospital	
Social Development Council of Cornwall and Area	
Great River Ontario Health Team	
United Way of SDG	
Winchester District Memorial Hospital	

Strategy #7

Programs for seniors and persons with disabilities living in isolation.

Solutions	Supportive details and action items
Create an inventory of existing programs.	Promote existing programs and identify gaps in services.
Work with the Senior Friendly Community committee	Support the implementation of the Senior Friendly Community Implementation Plan.



	Fill gaps in services and ensure we have programs such as home visits and check ins, a call-a-day, aging in place, and supportive home care programs.
Improve transportation services for seniors.	Support programs in SDG and Akwesasne.
	Education on how to use handi-transit.
Encourage programs that reduce isolation.	Promote existing programs like the Shoebox Gift Initiative, Adopt a Grandparent, Befriending for Seniors and Seniors on Wheels.
	Connecting seniors and youth to learn from each other, build empathy and respect towards our elders.
Explore specific isolation issues for seniors living in the counties and Akwesasne.	Identify gaps and create a plan as a community to address the needs.
Timeline to begin implementation	6 months to a year
Partners committed to implementation	
Alzheimer Society of Cornwall & District	
Beyond 21	
Carefor	
Carefor Health & Community Services - Glengarry Outreach Lan-Char Centre	
Carefor Nor-Dun Seniors' Support Centre	
Carefor North Stor Support Centre	
Carefor South Stormont Support Centre	
Centre Charles-Emile Claude	
Community Living Dundas County	
Community Living Glengarry	
Community Living Stormont County	
Cornwall Senior Citizens Club - Branch 353	
Cornwall Transit	
Encore Education Centre	
GIAG Adult Day Program	
Glen Stor Dun Lodge Community Outreach	
Glengarry Outreach Rendez-Vous Centre (Carefor Health & Community Services)	
Home and Community Care Support Services Champlain	
J. W. MacIntosh Community Support Services	
Maxville Manor	
Seaway Senior Citizens Club	



Seaway Valley Community Health Center
Senior Friendly Committee
Social Development Council of Cornwall and Area
Geriatric Mental Health Services - CCH

Strategy #8

Build a sense of community and alleviate social Isolation.

Solutions	Supportive details and action items
Encourage placemaking opportunities.	Identify key neighbourhoods in which to begin these initiatives.
Identify organization or individual to organize and lead activities.	Event can include block parties, free outdoor gatherings and group activities such as free yoga in the park, conversation clubs, newcomer meet and greets, Cornwall Culture Fest and clothing swaps.
Identify existing initiative and promote to the general public.	Involve faith-based organizations.
	Encourage expanding meet me on Main Street to include more communities.
Organize an annual event to connect people with services and organizations in our communities.	Booth can include service clubs, recreation clubs, volunteer opportunities, mental health services etc.
Timeline to begin implementation	1 to 2 years
Partners committed to implementation	
City of Cornwall	
Cornwall Interfaith Partnership	
ExperienCity Project	
Mohawk Council of Akwesasne - Department of Child & Family Services	
Social Development Council of Cornwall and Area	
Township of North Dundas	
Township of North Glengarry	
Township of North Stormont	
Township of South Dundas	
Township of South Glengarry	
Township of South Stormont	
Transition Cornwall +	
United Counties of SDG	

