



Peterborough

Community Safety and Well-being Plan

2026-2030


peterborough

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Land Acknowledgment

We respectfully acknowledge that the communities included in this Community Safety and Well-being Plan are located on Treaty 20 Michi Saagiig Anishinaabeg territory and in the traditional territory of the Michi Saagiig and Chippewa Nations, known collectively as the Williams Treaty First Nations, which include Curve Lake, Hiawatha, Alderville, Scugog Island, Rama, Beausoleil, and Georgina Island First Nations.

We respectfully acknowledge that the Williams Treaty First Nations are stewards and caretakers of these lands and waters in perpetuity, and that they continue to maintain the health and integrity of these lands and waters for generations to come.

We recognize the unique histories, cultures, and traditions of the many Indigenous Peoples with whom we share this time and space. We strive to strengthen Indigenous-non-Indigenous relationships and to responsibly honour all our relations.

We acknowledge and deeply appreciate the knowledge, experiences and perspectives that were shared by representatives from Hiawatha First Nation, Curve Lake First Nation Health and Family Services, Nogojiwanong Friendship Centre, and Nijkiwendidaa Anishnaabekwewag Services Circle in the process of developing this plan.

As a community, we acknowledge the history and ongoing impacts of the residential school system and colonization on Indigenous families.

We know that building safe, healthy, and strong communities depends on strong relationships between municipalities and Indigenous communities, and we recognize that we all have a role to play in honouring the teachings of Indigenous Peoples.

Message from the Chair

A safe, healthy, and inclusive community is built through collaboration, compassion, and shared responsibility. On behalf of the Community Safety and Well-being Leadership Table, I am pleased to present the City of Peterborough's Community Safety and Well-being Plan.

This Plan reflects the voices, experiences, and priorities of residents, community organizations, service providers, Indigenous partners, businesses, and public institutions who contributed their time and insight throughout the engagement process. Together, we identified the challenges facing our community and, more importantly, the opportunities to create meaningful and lasting change.

Community safety and well-being extends beyond emergency response or enforcement. They encompass the social, economic, and environmental conditions that help people feel connected, supported, and able to thrive. Housing stability, safety, mental health and addictions supports, food security, community inclusion, active transportation, and equitable access to services all play a critical role in strengthening the well-being of our residents.

This Plan establishes a coordinated and proactive approach focused on prevention, collaboration, and positive outcomes. It recognizes that no single organization can address complex community issues alone. By working together across sectors, we can build a stronger, more resilient Peterborough for everyone.

The priorities outlined in this plan represent an ongoing commitment to listening, learning, and adapting to emerging community needs. While this work will take time, partnership, and sustained effort, I am confident that through collective leadership and shared accountability, we can make meaningful progress toward a safer and more inclusive community.

I would like to thank all those who contributed to the development of this Plan and who continue to support the well-being of our community every day. Your dedication and leadership are essential to building a brighter future for Peterborough.

Sheldon Laidman
Commissioner of Community Services, City of Peterborough

Acknowledgements

This Community Safety and Well-being Plan was made possible through contributions made by staff at local organizations and committees. These contributions took the form of writing, editing, reviewing, and commenting on the various sections of the Plan. Their input is appreciated.

These groups included:

- Canadian Mental Health Association – Haliburton, Kawartha, Pine Ridge
- Canopy Support Services
- City of Peterborough – People & Culture Division
- City of Peterborough – Social Services Division
- Community Resilience Action Network
- Diversity, Equity, and Inclusion Working Group
- Four Counties Addictions Services Team
- GreenUP
- Kawartha - Haliburton Children's Aid Society
- Kawartha Sexual Assault Centre
- Kinark Child and Family Services
- Lakelands Public Health
- Mental Health and Addictions Working Group of the Peterborough Ontario Health Team
- Muskoka-Kawarthas Employment Services
- Ontario Disability Support Program – Peterborough
- Peterborough Developmental Services Working Group
- Peterborough Domestic Abuse Network
- Peterborough Drug Strategy
- Peterborough Family Health Team
- Peterborough Food Action Network
- Peterborough New Canadians Centre
- Peterborough Police Services
- Peterborough Regional Health Centre
- Urban Indigenous Working Group

Background to Community Safety and Well-being Planning

This Community Safety and Well-being Plan (CSWB Plan) is built upon the CSWB Plan adopted in 2022 by the City of Peterborough, County of Peterborough, and five local townships. This new CSWB Plan is focused on the City and recognizes that the priorities laid out in the previous plan remain important and relevant today. While progress has been made over the past four years, there are still many challenges impacting the safety and well-being of the community.

As with the 2022 CSWB Plan, inclusion and belonging are central to all aspects of the priorities included in this plan. By using a lens of inclusion, this CSWB Plan aims to actively and intentionally include equity-priority populations and strives to reduce barriers to participation. By doing this, the ability to cultivate close relationships and a sense of belonging will be enhanced.

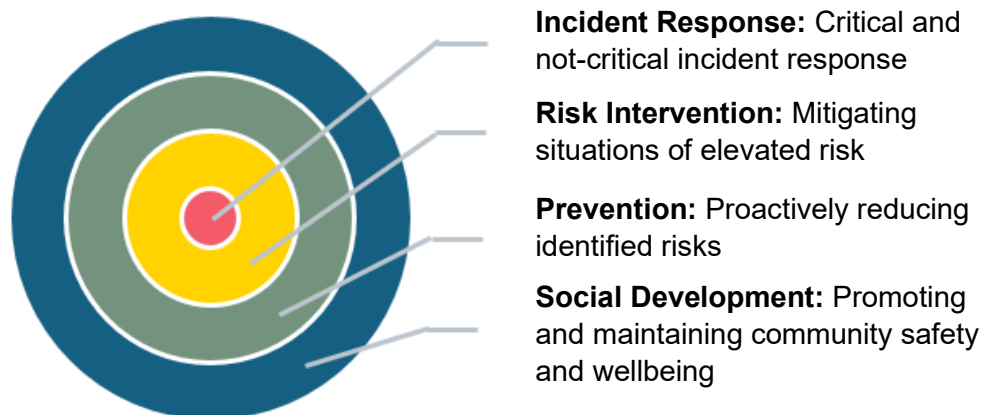
The purpose of any CSWB Plan is to identify, align, and encourage collaborative actions to build a community in which everyone is safe, included, and part of a community. This plan follows the framework set out by the Province of Ontario with the goal of identifying significant, ongoing priorities that negatively impact a community and to foster new ways to address them collaboratively.

Provincial Framework

In 2019, the *Safer Ontario Act* mandated that every municipality develop and adopt a CSWB Plan. Community safety and well-being planning is intended to use a multi-sectoral approach that acknowledges the challenge of police, municipalities, and community organizations to individually address the complex social issues that influence community safety and well-being. However, in leading the development of the CSWB Plan, municipalities can help define and address priority risks through proactive, integrated strategies that ensure more vulnerable populations receive the right help, from the right providers.¹ In 2023, the Province amended the legislation to require that Community Safety and Well-being Plans be renewed every four years.

Community safety and well-being planning is categorized into four levels of intervention as shown in Figure 1.

Figure 1: CSWB Framework—Four Levels of Intervention



Social Development is where a wide range of sectors, agencies and organizations bring different perspectives and expertise to the table to address complex social issues, such as poverty, from every angle. The key to successful social development initiatives is working together in ways that challenge conventional assumptions about institutional boundaries and organizational culture, with the goal of ensuring that individuals, families and communities are safe, healthy, educated, and have housing, employment and social networks that they can rely on.

Planning through *prevention* involves proactively implementing evidence-based situational measures, policies or programs to reduce locally identified priority risks to community safety and well-being before they result in crime, victimization and/or harm.

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

Incident Responses are traditionally thought of when referring to crime and safety. It includes immediate and reactionary responses that may involve a sense of urgency like police, fire, emergency medical services, a child welfare organization taking a child out of their home, a person being apprehended under the Mental Health Act, or a school principal expelling a student.

While planning and program delivery should occur in all four areas, the focus of CSWB plans should be on upstream approaches that enhance *social development* and *prevention* strategies to reduce the number of people and families that fall into crisis where *risk interventions* are needed and to avoid *incident responses* wherever possible. The province highlights the need to build on existing strengths and take an evidence-based approach to identifying risks and priorities.

Current Context in Peterborough

The City of Peterborough, located on the Otonabee River and Trent-Severn Waterway, had a population of 83,651 in 2021. This is an increase from 81,032 in 2016. Known as the “Electric City”, Peterborough combines the benefits of an urban setting while maintaining a small-town feel. It has many trails and parks with easy access to cottage country and the Kawarthas. Peterborough has a thriving arts and culture scene with many festivals and attractions. It is also home to Trent University and Fleming College, giving it a strong academic atmosphere.

While Peterborough has many unique qualities and attributes, it faces many social, economic, and environmental challenges that impact the safety and well-being of the community. These include:

- Lower individual and household incomes
- Increasing number of food insecure households
- Growing rates of chronic disease
- Large number of unattached people without a family doctor
- An older and aging population

- Increasing need and demand for affordable housing
- Ongoing homelessness
- Increase in reported crimes
- Increase in reported traffic collisions
- Increase in reports of gender-based violence

Peterborough Demographics*

Age	Peterborough	Ontario
0 to 14 years	11,960 (14.3%)	2,251,795 (15.8%)
15 to 65 years	51,435 (61.5%)	9,334,440 (65.6%)
65+ year	20,265 (24.2%)	2,637,710 (18.5%)
85+ year	3,310 (4.0%)	338,620 (2.4%)
Median Age	43.2	41.6

Income and Employment	Peterborough	Ontario
Median personal income, before taxes (ages 15+)	\$37,200	\$41,200
Median family income, before taxes	\$71,500	\$91,000
Low income based on Low-income measure, after tax ²	10,465 (12.8%)	1,420,525 (10.1%)
Median total income of one-parent family, before tax	\$63,200	\$73,000
Unemployment Rate ³	10.0	7.8

Education (ages 25-65)	Peterborough	Ontario
Less than high school	8.5	9.9
High school diploma	26.9	23
Apprenticeship, trades certificate, or diploma	5.8	9.7
College certificate or diploma	30.8	21.4
Bachelor's degree or higher	26.6	32.9

Ethnocultural Diversity and Identity	Peterborough	Ontario
Canadian Citizens	95.9%	90.0%
Immigrants	9.7%	30%
Non-permanent resident	1.9%	2.8%
Identify as a visible minority	9.4%	34.3%
Identify as Indigenous	5.0%	2.9%

Housing and Homeownership	Peterborough	Ontario
Owner households	59.4%	68.4%
Renter households	40.6%	31.4%
Owners spending more than 30% of income on housing	13.8	17.7
Renters spending more than 30% of income on housing	43.3	38.4

* Sourced from Statistics Canada unless otherwise noted.

Equity Priority Populations

Everyone deserves and should expect to live in a community that is safe, welcoming, and provides a sense of belonging. People should also have access to food, shelter, healthcare, transportation, education, and a clean environment. Unfortunately, these basic necessities cannot be attained by a large population that find themselves disadvantaged, marginalized, and historically excluded.

On November 25, 2019, Peterborough City Council endorsed the Declaration to join the **Coalition of Inclusive Municipalities**. By joining the Coalition, the City endorsed their Ten Common Commitments (Appendix C) and agreed to be: a guardian that respects public interest; an organization that upholds human rights; and a community that promotes diversity.

Collectively, the Commitments urge the City to drive action against racism and discrimination to build a more inclusive community.⁴ This means collaborating with, and empowering Indigenous and racialized communities to help the City work toward: becoming a more inclusive employer, service provider, and contractor; supporting the efforts of community partners, particularly in the policing service, labour market sector, housing, and education sector in challenging and dismantling systemic racism and discrimination; and developing initiatives that promote diversity and create equal opportunities.

This CSWB Plan reinforces the aspirations outlined by the Coalition of Inclusive Municipalities but also identifies people impacted by the priorities included in the CSWB Plan. There is no intention to stigmatize any groups or populations. The aim is to highlight the need for prioritized actions to ensure no one gets left behind. These groups include:

Low-Income Individuals and Families that face many social, economic, and environmental barriers and challenges.

Individuals Experiencing Marginalization, Discrimination, or Racism which can include black, Indigenous, and people of colour, people of non-Caucasian backgrounds, people with diverse sexual orientations and gender identities, women, immigrants, and refugees.

Individuals Experiencing Mental Health and Addiction Challenges who face social isolation, stigma, barriers to treatment, health and safety risks, and difficulties with employment and housing.

Individuals Experiencing Homelessness or Housing Instability who lack the basic necessities of life, face intense stigma, and severe poverty.

Indigenous Peoples and Community including First Nations, Inuit, and Métis who have faced systemic inequalities across all priority areas, which has contributed to high poverty rates and low socioeconomic outcomes.

Children and Youth who are at risk of social exclusion, involved in the child welfare system, or needing mentorship.

Immigrants who are new to Peterborough and often experience social, economic, and language challenges.

Older Adults who often face isolation, abuse, neglect, or poor health.

Victims of Gender-Based Violence particularly women and children who require specialized protection and services.

People with Disabilities or Neurodiversity who often face barriers to accessibility, health equity, and safety.

Local Approach

In Peterborough, the first CSWB Plan was adopted in 2022 through a partnership between the City, County, and five townships (Douro-Dummer, Havelock-Belmont-Methuen, North Kawartha, Selwyn, and Trent Lakes). The five priority areas identified in the 2022 CSWB Plan included:

1. Housing & Homelessness
2. Poverty & Income Security
3. Healthcare & Mental Health
4. Substance Use & Addictions
5. Active Transportation & Connectivity

These priorities are still relevant in 2026, however, the development of a new plan changed when Peterborough County and the eight local townships chose to develop a separate CSWB Plan that better reflects rural priorities. While there are still many commonalities between the City and County, this CSWB Plan only applies to City of Peterborough.

The City of Peterborough approached the development of the 2026 CSWB Plan as a renewal and refresh of the 2022 CSWB Plan. As mentioned, the priorities in 2022 remain important in 2026, with the exception for those that related directly to the County, namely in the areas of transportation and connectivity in rural communities.

The objectives for developing the renew plan focused on:

- Updating existing priorities.
- Incorporating new priorities that have become increasingly prevalent in the City.
- Building on the strength of existing plans and strategies currently being implemented across sectors.
- Supporting the organizations and institutions that are working hard to address the challenges facing the community.
- Fostering an environment where further collaboration and partnerships can be established.

Building on Community Strengths

Positive work is occurring in all areas of community to address community safety and well-being. This is happening in large organizations and institutions through to small grassroots organizations and committees. Much of this CSWB Plan is built on existing strategies being implemented across various sectors in the community that impact community safety and well-being. These reports and plans provide a strong foundation for the work as a community.

The challenges facing Peterborough, and communities across Ontario, are complex and interconnected. No single organization, sector, or government can function independently to solve interconnected issues. For example, working to address mental health issues are critical, however, success cannot solely lie on the shoulders of mental health practitioners. The need for appropriate housing, addiction services, income supports, access to primary healthcare, and a supportive family environment are also factors that may impact the success of mental health services. These cross-sectoral dependencies are further complicated when they intersect with

marginalized and equity-deserving populations, such as immigrants, those with disabilities, Indigenous peoples, or women.

This work is being done in the community through local agencies and service providers that are functioning at full capacity with the resources they have at their disposal. New funding and partnership opportunities are continually pursued when they are available. But it is unrealistic to expect service providers to continually expend to serve growing needs, without additional resources and supports.

Local Plans

On April 24, 2023, the City of Peterborough adopted a **Strategic Plan** “to build a future-ready city with a forward-looking contemporary community thriving in creativity and a modern economy. The Peterborough of tomorrow will be bold, innovative, progressive, caring, vibrant, inclusive, prosperous, and sustainable, a place that respects its past, heritage, culture, and readily embraces its future with excitement and renewed vigor.”⁵

The Strategic Plan has four strategic pillars:

1. Growth and economic development
2. Community and well-being
3. Governance and fiscal sustainability
4. Infrastructure

This CSWB Plan aligns with the Community and Well-being pillar to “foster community resiliency, neighbourhood identity, civic pride, sense of belonging, and inter-cultural harmony. Enhance and protect the health, safety, and well-being of all in our City. Provide robust, affordable and accessible sport, recreation, wellness, arts and social programs for people of all ages and abilities.”

There are numerous other plans and policies used locally to guide activities that contribute to safety and well-being in Peterborough. Some of these include:

- Age-friendly Peterborough Community Action Plan 2023-2027
- Community Safety and Well-being Plan 2022
- Ontario Early Adversity and Resilience Framework
- Climate Change Action Plan 2.0
- Peterborough 10-Year Housing and Homelessness Plan
- Peterborough Accessibility Plan 2024-2028
- Peterborough Cycling Master Plan 2022
- Peterborough Drug Strategy
- Peterborough Family Health Team Strategic Plan 2025-2028
- Peterborough Police Service Board Strategic Plan 2024-2027
- Peterborough Regional Health Centre Strategic Plan 2024-2029
- Peterborough Transportation Master Plan 2022

This CSWB Plan aims to support and align with these plans and the local agencies that strive to implement them.

Consultation and Analysis

Extensive consultation was undertaken to develop the first CSWB Plan. Interviews, roundtable discussions, focus groups, and an online survey contributed to the development of the plan. Consultation for the renewed CSWB Plan included interviews, group discussions, and an online survey.

The same online survey was used to support both plans. The survey was adapted from one created by the Canadian Centre for Safer Communities⁶ to support safety and well-being planning. The local survey garnered 307 responses in 2026 while the 2022 survey received 432 responses. Selected results comparing the two surveys is included in the **Report Card** noted below.

The consultation process for this CSWB Plan focused on the groups, organizations, and committees engaged in addressing the priority areas important to the community. Presentations and meetings were undertaken with the various stakeholder groups to receive their input and feedback. This approach had two objectives. Firstly, to recognize the valuable work being done daily by service providers who are experts in their field and have a unique perspective on the clients and population they serve. Secondly, to ensure the strategies and priorities being addressed by these groups are supported and reinforced by the CSWB Plan.

By taking this approach, local organizations and service providers can use the CSWB Plan to show broad community support for their work, and strengthen their ability to advocate for more support, including all levels of government.

Research and analysis activities to support the development of this CSWB Plan also included analyzing historic data and receiving input from local agencies regarding the activities that have been undertaken over the past 3-4 years since the first CSWB Plan was adopted. This information is documented in the **Report Card**, found in Appendix A.

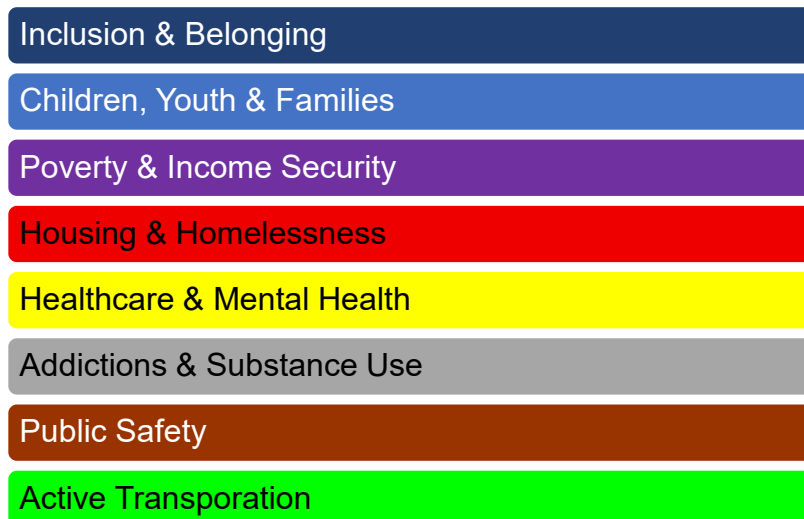
The Report Card also contains the comparative analysis of the **Indicators** chosen in 2022 to reflect statistical changes over time. The list of indicators has been updated to reflect changes included in this CSWB Plan and can be found in Appendix B.

Priority Areas

The priority areas identified in the 2022 CSWB Plan continue to be relevant for this plan, except for the priority related to transportation and connectivity. This priority focused on rural needs which are not covered by this CSWB Plan.

The Priority Areas have been depicted in Figure 1 in a honeycomb fashion to illustrate the equal importance of each area and to reflect their interconnectedness. **Inclusion & Belonging** has been placed in the centre of the graphic to convey that it is not a stand-alone priority. Instead, used as a “lens” to view the priorities and as an “anchor” for the entire plan.

Figure 1: Priority Areas



Inclusion & Belonging

Two approaches to inclusion are used in this CSWB Plan. The first uses inclusion as a **lens**; a systematic tool for evaluating how all priority areas intentionally include equity-priority population groups and reduce their barriers to participation and access to services. The second use focusses on inclusion as a core priority area that **anchors** the Plan and requires its own efforts to achieve. Therefore, inclusion is both part of the of **process** and the **outcome** of the CSWB Plan. An inclusion lens asks:

- Who is being excluded from services?
- Who is not being represented in the outcomes?
- What is contributing to this exclusion?
- What voices are missing?
- What can be done to ensure inclusion?

Equity priority populations are groups of people who, because of systemic and historical discrimination, face barriers that prevent them from having equal access to those resources and opportunities that are available to other members of society, and that are necessary for them to attain fair outcomes. Members of equity-priority groups highlighted in the CSWB Plan were mentioned in an earlier section and may vary between communities.

This CSWB Plan also recognizes the importance of intersectional identities and experiences among members of equity-priority groups. Intersectionality is the way in which social categories such as race, class, gender, age, (dis)ability, and others overlap to intensify discrimination and disadvantage. It is not enough to add up the oppressions and address each one individually. Because many people experience compound discrimination, we must look at what happens at the intersection of these oppressions. A racialized person with a disability may experience racism and ablism as they seek access to housing, transportation, employment, and mental health services. Their intersectional experience represented through the combination of racism and ablism must therefore be considered when addressing barriers within each Priority Area.

By taking steps to ensure an inclusive environment has been created, equity-priority groups have a much better opportunity to develop a sense of belonging in the community. Belonging means having a close relationship to something, someone, or some place. It is the feeling of security and support when there is a sense of acceptance, inclusion, connectedness, and identity. This CSWB Plan strives for everyone, particularly the equity-priority groups, to experience belonging, while being their authentic self, and be part of something larger than themselves.

According to the public survey conducted to support the development of this CSWB Plan, and the 2022 version, the local “sense of belonging” has declined as shown in Chart 1 below.

Chart 1: Describing feeling of belonging in Peterborough

	2026	2022
Strong sense of belonging	23%	28%
Some sense of belonging	39%	40%
Don't feel strongly either way	22%	21%
Some sense of not belonging	8%	7%
Strong sense of not belonging	8%	3%

These results are consistent with a 2024 survey conducted by Statistics Canada that showed 62% of Ontario respondents reported their “sense of belonging” was “somewhat strong” or “very strong”. This is a 9% decline from 2021 results.

Children, Youth & Families

Within this Priority area there are 4 population groups highlighted:

- Children and Families
- Indigenous Peoples and Community
- Seniors
- New Canadians
- People with Developmental Disabilities

Supporting the well-being of children, youth, and families is central to building a safe, healthy, and resilient community. Research shows that safety, stability, and supportive relationships are essential to lifelong well-being, while significant adversity, especially in childhood, can lead to long-term health and social challenges. Prevention efforts that strengthen protective factors such as stable housing, supportive relationships, inclusive communities, and coordinated services help reduce adversity and build resilience across children, youth, families, and communities. Adverse childhood experiences, such as abuse, neglect, household disfunction, and poverty, can have a lasting impact on health and well-being throughout a person’s life.

In Peterborough, the **Community Resilience Action Network (CRAN)** uses the **Ontario Early Adversity and Resilience (OEAR) Framework** to prevent adversity, enhance protective factors, and support healing.⁷ It emphasizes evidence-informed programs, systemic change, equity-focused planning, and community-led solutions. Local findings reinforce the importance of reducing systemic stressors for parents and caregivers.

- ✓ A local study conducted in 2025 found that over half (51%) of parents surveyed reported always or often feeling stressed. Nearly one in three parents also reported frequent stress related to childcare.⁸

Parents and caregivers play a central role in children's resilience and development. Improving access to stable housing, financial security, childcare, and timely services is essential. Beyond the early years, resilience continues to be shaped throughout childhood and adolescence. Adolescence is a critical window for influencing long-term health and well-being.

- ✓ Models such as the **Icelandic Prevention Model**⁹, locally implemented as the **Peterborough Youth Substance Use Prevention Initiative**¹⁰ (and noted in the Addictions and Substance Use section), focuses on reducing substance-use risk by strengthening family engagement, positive activities, supportive relationships, and healthy school and community environments.

Everyone shares a responsibility to nurture children's potential and strengthen the resilience of families and communities. By improving coordination across sectors, investing in early childhood, reducing systemic stress for parents and caregivers, sustaining youth substance-use prevention efforts, and creating welcoming inclusive and trauma and violence-informed environments, we can enhance protective factors, reduce risk factors, and create a safer, healthier, and more resilient community for all.

Indigenous Peoples and Community

This CSWB Plan supports the **Truth and Reconciliation Commission of Canada: Calls to Action**¹¹ and the approach adopted by the Province of Ontario outlined in the report **Pathways to Safety**.¹²

The Truth and Reconciliation Commission of Canada (TRC) was created in 2008 to document the history, abuses, and lasting impacts of the Residential School system. Its primary purpose was to facilitate reconciliation between Indigenous peoples, their families, communities, and the rest of Canada. The final report from the TRC was released in 2015 and contains 94 Calls to Action. The **Calls to Action** that redress the legacy of residential schools to advance the process of reconciliation cover:

- Child Welfare
- Education
- Language and Culture
- Health
- Justice

These Calls to Action are in alignment with the priorities contained in this CSWB Plan.

Pathways to Safety identifies strategies in response to the **National Inquiry into Missing and Murdered Indigenous Women and Girls**.¹³ With a focus on violence prevention, the approach focuses on "transformation, resourcing and structural change within the health and wellness, child welfare, education and training, mental health and addictions, housing, transportation and justice systems". This is supported by the principles of:

- Addressing anti-Indigenous racism and promoting equity
- Partnership and collaboration
- Local, specific and tailored interventions

- Sustainability, responsibility and accountability

Many of the struggles faced by Indigenous peoples in Canada are not the result of personal shortcomings, they are directly connected to colonial policies, systemic racism and intergenerational trauma caused by the following root causes; The Indian Act (1876); Residential Schools, forced relocation and land theft. Trauma from residential schools and child apprehension caused disrupted parenting skills, normalized violence and abuse, increased substance uses as coping mechanisms and created cycles of unresolved grief. Poverty and economics marginalization; many Indigenous communities were placed on remote reserves, denied access to quality education, and underfunded in health and infrastructure, leading many Indigenous members to leave the First Nations due to lack of housing, unemployment, education, and health care.

Seniors

Peterborough is home to one of the largest populations of older adults in Canada, historically ranking among the highest Census Metropolitan Areas for the proportion of residents aged 65 and older. As of the 2021 Census, nearly one in four residents in the City of Peterborough is aged 65 or older, and this proportion is expected to continue increasing.

While older adults contribute significantly to the community, they face evolving challenges related to aging, safety, and well-being. Key concerns include social isolation, affordability, health, housing, mobility, frauds and scams, and the ability to remain independent at home.

- ✓ Roughly 8-10% of older adults experience some form of abuse in Canada.¹⁴ This means between 1,600 to 2,000 seniors are affected in Peterborough.

Seniors are disproportionately targeted for financial scams, with those aged 60+ experiencing the highest losses in investment fraud nationally.¹⁵ It is also widely recognized that elder abuse is significantly under-reported, with only an estimated one in five incidents reported to police (Government of Canada).

Healthcare needs to address chronic conditions, and complex needs often increase as people age. One of most concerning trends is the dramatic rise of dementia cases in Ontario. Dementia can include such things as Alzheimer disease, vascular dementia, and Lewy body dementia.

- ✓ There are over 334,500 people in Ontario living with dementia. This is expected to triple by 2050.¹⁶

Age-friendly Peterborough¹⁷ and senior-serving organizations play a key role in identifying emerging gaps such as digital literacy, emergency preparedness, service access, mobility options, and social isolation. These partners work collaboratively with each other and with seniors to develop and deliver programs and services that respond to identified needs, including skills development, improved access to services, recreation and leisure opportunities, volunteerism, and support for navigating increasingly complex systems. They collaborate to create resources such as the:

- **Seniors Information Guide and Directory** for those 50+ years of age.

- **Be Prepared** emergency preparedness workshop, and a range of educational workshops and presentations.
- **Staying Mobile Working Group** that brings partners together to improve mobility for older adults through walkability initiatives, transportation planning, and public transit travel training.

Collectively, these efforts reflect a shared commitment to supporting seniors to age where and how they want to, while staying healthy, active, and connected.

New Canadians

The safety and well-being of newcomer children and families is influenced by many factors and challenges. These could include pre-migration trauma experienced in their home country, the stresses of adaptation into a new culture or “acculturation”, and systemic barriers in a new community.

- ✓ In 2021, 9.7% of Peterborough’s population were immigrants, compared to 30% in Ontario, and 23% in Canada.

Newcomer families often face socioeconomic pressures which may lead parents to prioritize immediate survival over long-term wellness. This situation is compounded by difficulties navigating and accessing services in a new community. In some cases, there may be long wait times, financial shortfalls, and eligibility concerns. Discrimination overshadows these challenges as newcomers can experience racism and discrimination based on their accent, language proficiency, and immigrant identity.

Family members adapt to a new culture at different rates, which often leads to acculturation gaps and strain on family relationships. This is further complicated when there are no social support networks, such as other families and friends, leading to isolation.

On an individual level, the process of leaving home, migrating to a new community, and undergoing a settlement process can be traumatic. This often has a negative impact on the mental health of newcomer children and adults. In many cultures, mental health struggles are associated with shame or weakness, causing families to avoid seeking help and support. Language barriers lead to struggles on many levels. Difficulty communicating in English can impede newcomers’ ability to access to healthcare, education, and social services.

- ✓ In 2024, the Peterborough New Canadians Centre provided settlement assistance to 1,781 unique newcomers in Peterborough. This represented their highest annual level of clients served.

People with Developmental Disabilities

Developmental Services Ontario is the access point in the province for people with development disabilities, such as autism, Down syndrome, cerebral palsy, or other intellectual disabilities that impact daily functioning and independent living, to receive funded services. Their vision is: People with developmental disabilities are supported by their communities, support networks and government to belong and live inclusive lives. People are empowered to make choices and live as independently as possible through supports that are person-directed, equitable and sustainable¹⁸.

- ✓ In 2022, 1.5% of Canadians (or 456,630 individuals) aged 15 years and over had a developmental disability.¹⁹

Over 90% of people with development disabilities also have another type of disability, such as a learning disability and/or mental-health related disability. These factors compound the complexity and needs of this population. Unfortunately, 62% of Canadians with developmental disabilities have unmet needs for supports, such as housing, healthcare, education, protective services, behavioural services, and respite services.

This CSWB Plan supports the vision of Developmental Services Ontario and the critical role of the local Developmental Service Network agencies who support this vulnerable population to be safe, find belonging, and live meaningful lives that contribute to the overall well-being of the community.

Poverty & Income Security

Poverty is complex and directly linked to all priority areas outlined in this CSWB Plan. People who live in poverty or with low incomes are more likely to experience food insecurity, inadequate housing, employment insecurity, social isolation, adverse health outcomes, and difficulty accessing quality health care and community supports. Until life is stabilized and basic needs are met, it is very difficult to successfully access education, training, and employment opportunities.

This CSWB Plan supports the many organizations that are working to assist and advocate for those who are struggling with poverty and the negative impacts it has on their health and well-being. The following areas are important to highlight connected to poverty and income security in Peterborough:

- ✓ Social Assistance
- ✓ Food Insecurity
- ✓ Employment and Training
- ✓ Climate Change

Social Assistance

Access to human services often starts through engagement with social assistance providers such as **Ontario Works** (OW) and **Ontario Disability Support Program** (ODSP). The local staff at the City of Peterborough and Province of Ontario who deliver these programs are often the primary gateway for people struggling with poverty to receive the assistance and system navigation needed for daily needs.

There is a growing number of people in Peterborough who are unable to meet their basic needs including things like food, shelter, clothing, and transportation. In 2021 there 14,180 people in Peterborough that had an annual income of less than \$24,000. The Low-income cut-off (before taxes) in Peterborough was roughly \$26,127 in 2023.²⁰

Chart 2: Average number of clients on social assistance in the City of Peterborough.

Year	Ontario Disability Support Program ²¹	Ontario Works ²²	Total
2025	4,420	2,929	7,349

2024	4,346	2,861	7,207
2023	4,261	2,702	6,963
2022	4,300	2,579	6,879

Possible income options for improving the well-being of those in poverty include:

- Increasing **social assistance rates** to help people stabilize their lives. Ontario Works rates have been frozen for the past seven years at \$733/month for a single person. ODSP recipients received a 2.8% increase in 2025 so a single person received \$1,408/month.²³
 - Use the **Living Wage** as a standard for paying employees. A living wage is the hourly wage a worker needs to earn to cover their basic expenses and participate in their community. In 2025, the Living Wage in Peterborough was \$22.20/hour²⁴ while the minimum wage was \$17.60/hour.
 - Have a **Guaranteed Basic Income** that gives an “unconditional cash transfer from government to individuals to enable everyone to meet their basic needs, participate in society and live with dignity, regardless of work status.”²⁵
- ✓ On March 30, 2026, Peterborough City Council passed a motion supporting a **Guaranteed Basic Income** for all Canadians to help address the negative health and well-being impacts of poverty and income insecurity.

Food Insecurity

Food insecurity is experienced by people and families when they have “inadequate or insecure access to food due to financial constraints.”²⁶ Roughly 19% of households in the City and County of Peterborough faced food insecurity between 2021-2023. Local use of food banks has increased between 2023 and 2025. There were 13,200 unique people using food banks in Peterborough in 2023 compared to 13,609 in 2025. These individuals made 28,201 visits to food banks in 2023, with this growing to 30,647 visits in 2025.²⁷

The **Peterborough Food Action Network (PFAN)** is an informal network of individuals, local agencies, and businesses that advocate and undertake educational initiatives to build community food security as part of local poverty reduction efforts. Their vision is that everyone in Peterborough City and County will have enough healthy food to eat as part of a long-term food security strategy. PFAN encourages individuals, community organizations, public institutions, and government, to recognize and support:

- Income solutions as the key to meeting basic needs and addressing household food insecurity.
- Networks, collaborations, initiatives, and policies that cultivate community food security.
- Indigenous food sovereignty, led by Indigenous communities, grounded in Indigenous knowledge and the **Truth and Reconciliation Commission of Canada: Calls to Action**.

As with many of the risk factors identified in this CSWB Plan, food insecurity is not just a matter of being hungry, it is closely linked to other negative outcomes including:

- Poor physical health such as higher risk of infectious diseases and chronic conditions.
- Higher risk of mental health conditions such as depression and anxiety disorders.
- Poor family conditions such as toxic stress and adverse child development experiences.²⁸

Employment and Training

Employment and training programs are a critical component for many who are dealing with poverty in Peterborough. These programs aim to help move people from diverse backgrounds and varying needs who are experiencing employment barriers towards sustainable employment that helps people achieve their career goals. Key aspects of this work include:

- Employment skills workshops and training
- Career planning and assessment
- Development of job search skills and assistance with barriers
- Mental health support referrals
- Using a trauma-informed care approach
- Commitment to diversity and accessibility
- Integrating the 'Bridges Out of Poverty' framework
- Supports for employers

Muskoka-Kawarths Employment Services, a division of Fleming College, is the Employment Services System Manager for Peterborough. They operate through contracted agencies: Agilec, Alternatives Community Program Services, Employment Planning and Counselling, and YMCA Central East Ontario. These agencies deliver programs and services in a way that is integrated, inclusive, client-focused, outcomes driven, and locally responsive.

- ✓ Literacy is foundational to competitiveness and social well-being. Nationally, 49% of adults lack Level 3 literacy, while 96% of jobs require it.

The target populations of this CSWB Plan experience barriers to acquiring the education and training needed to be successfully employed and maintain a secure standard of living. One of the ways this issue is addressed is through the **Get SET** (Skills, Education, and Training) program which is offered by Fleming College, KPRDSB, Peterborough Native Learning Program, and Trent Valley Literacy Association. This program helps develop and apply communications, numeracy, interpersonal, and digital skills so clients can successfully transition to employment, post-secondary school, apprenticeships, secondary school, and increased independence.

- ✓ Peterborough's workforce is aging. 50.7% of working-age residents are over the age of 55, compared to the Provincial average of 38.8%. High retirement levels are likely over the next few years in Peterborough.

Service providers have a wrap-around approach to serving clients as many come with complex needs and barriers. Programs and services are tailored to meet the varying needs and circumstances of clients to create the conditions for success. This includes:

- Flexible program delivery, including evenings and weekends
- Development of a customized learner plan that helps you achieve your goals
- Connection and referral pathways with other service providers

- Financial support provided for transportation to reduce barriers to participation
- Education, training, and skills development programs.

Climate Change

The impacts of climate change have not traditionally been included as a risk factor for those living in poverty. Peterborough Public Health (now Lakelands Public Health) released a **Climate Change Vulnerability Assessment** in 2023 with the goal of understanding how climate change affects the health of the community.²⁹ They looked at the following hazards:

- Extreme temperatures
- Extreme weather
- Food and water security and safety
- Vector-borne diseases
- Air quality
- Ultraviolet radiation

When these hazards are experienced in extreme circumstances, everyone is affected in some way. However, the negative impacts on people and families living in poverty can be far more profound. Those in poverty have a much higher propensity for chronic health conditions, unstable living conditions, barriers to social supports, and limited resources to prepare or respond to climate hazards.

As more climate-related events happen, the ability for people with very limited resources to cope and recover diminishes. The personal outcomes can be very serious. Examples of serious personal outcomes include:

- Having a chronic respiratory condition with no air conditioning during extreme heat can have serious impacts on well-being.
- Losing all your food from a refrigerator and freezer because of a prolonged power outage from an ice storm is a serious setback when you are already dealing with food insecurity.
- Lost property due to extreme winds or flooding are challenging to replace when you are in poverty.

The City of Peterborough adopted a **Climate Change Action Plan 2.0** in 2024 with the aim of “tackling climate change by mitigating community emissions and adapting to the inevitable impacts of a changing climate.”³⁰ Pursuing this goal will benefit all City residents, however, increasing attention needs to focus on the most vulnerable populations identified in this CSWB Plan, particularly those in poverty.

Housing & Homelessness

Peterborough is experiencing a deepening housing and homelessness crisis driven by rising housing costs, stagnant rental supply, aging social housing, and incomes that lag behind provincial averages. Nearly one in three households cannot afford their housing, rental vacancy rates have been among the lowest in Ontario, and homelessness is growing despite significant local effort. Approved in 2020, the **City of Peterborough’s 10-Year Housing and Homelessness Plan** guides efforts to address local housing and homelessness needs.

- ✓ In 2025, 42.5% of the City's population had annual incomes below \$30,000 and spend more than 30% of their income on rent.³¹
- ✓ The vacancy rate increased in 2025 compared to 2024 but is still only 3.3%, which is lower than what is considered a healthy vacancy rate.³¹
- ✓ 2,296 households are on the community housing waitlist. On average it takes 7 years to get to the top of this list for Rent Geared to Income housing.

Housing instability is shaped by individual circumstances, life events, and broader structural conditions, all of which can increase the risk of harm and negatively affect well-being. Affordability challenges are further compounded by local economic conditions, with median household income in the Peterborough service area at approximately \$78,500 compared to \$91,000 across Ontario, limiting the ability to absorb rising housing costs. Over the past decade, the Plan has supported significant investments in emergency shelters, supportive housing, rent supplements, and permanent housing for people experiencing chronic homelessness. While these efforts have strengthened the local housing system, challenges persist.

- ✓ In 2025, 1,581 unique clients were supported with housing stability programs to remain housed or transition into affordable housing, including financial assistance such as rent and utility supports.

Peterborough continues to face rising housing costs, growing demand for shelter and support services, and ongoing barriers to housing stability. The Plan has also advanced social and affordable housing through reinvestment in existing stock, new development, and partnerships with non-profit and private developers to expand long-term, affordable housing options.

- ✓ The pressures on the homelessness system continue to increase, with 401 individuals becoming homeless for the first time in 2025.
- ✓ Overall homelessness numbers continue to increase in Peterborough. In 2025, 935 individuals experienced homelessness, a 16% increase from 2024.
- ✓ The pressures on the shelter system continue to increase, with an additional 45 permanent overnight beds added, bringing total capacity to 127 shelter beds in the community.

The City currently supports over 436 households through active rent supplements, representing a significant ongoing investment to maintain housing affordability in the private rental market. Work also continues to advance new affordable housing through partnerships and incentives, with 46 affordable units currently in the development process across multiple projects.

A new 10-Year Housing and Homelessness Plan is being developed to guide actions from 2027 to 2036 and to support future federal and provincial funding. Refreshed in 2026, the updated Plan will focus on:

- Housing affordability
- Supportive and transitional housing
- Homelessness prevention

- Strengthened collaboration across governments, Indigenous partners, and community organizations

These priorities align with this CSWB Plan, which identifies community and municipally led approaches focused on stable housing and wraparound supports as key strategies to reduce housing instability and related harms. As with the other Priority Areas, intersecting and overlapping structural barriers including age, gender and income are increasing housing vulnerability in Peterborough, especially among older adults, family unit households, and low-income residents.

Healthcare & Mental Health

Striving for health equity is an underlying theme of this priority area and linked to others in this CSWB Plan. Better health outcomes are achieved when people have stable, safe, and affordable housing and can access supports and services in a timely way. Healthcare and mental health supports that are accessible, timely, inclusive, and patient-centred can lead to increased quality of life and ability to retain employment, secure housing, and strengthen social connections.

Healthcare

The Peterborough Family Health Team (PFHT) is a primary healthcare organization that brings together doctors, nurses, dietitians, and other interdisciplinary health professionals to provide comprehensive, patient-centered care based on local needs. Their primary purpose is to increase access to care, improve chronic disease management, and promote healthy living, focusing on prevention and team-based care in the community.³²

However, the primary care system in our community is at a crossroads and faces challenges that are similar to other regions across Canada. These challenges include:

- Recruitment difficulties for doctors and other interdisciplinary healthcare providers
- Increasing number of unattached patients who do not have a family doctor
- Physician burn-out and retirements without the ability to find a replacement family doctor
- Insufficient funding for increasing overhead costs and competitive staff wages
- Patients presenting with increasing complexities
- Lack of awareness of programs and services available to the public
- Increasing need to provide programs and services that meet the diverse needs in the community without sufficient funding.³³

These problems can affect everyone in community, but the ramifications are often compounded in relation to those in equity priority populations identified in the CSWB Plan. Without meaningful access to primary care, unattached individuals lose access to preventive care, prescriptions, specialist referrals, and experience higher mortality rates.³³

- ✓ The PFHT expanded access to healthcare services for unattached patients by opening the Connect Clinic in April 2026. The Connect Clinic gives people a place to go for care when they do not have a regular family doctor or nurse practitioner.

The opening of the Peterborough Community Health Centre (CHC) in October 2025 was an important boost to local healthcare services. While the CHC provides health services to those without a family doctor, their Mission Statement is “to enhance the health and well-being of those in Peterborough who face inequities by providing comprehensive, inclusive, culturally safe healthcare and social service supports, so that everyone in our community can realize their best health outcomes.”³⁴

The Peterborough Regional Health Centre (PRHC) is a key component of health services in Peterborough and the surrounding region. As the population continues to grow there is increasing pressure on services. PRHC is impacted by the overall pressures on the health care system as mentioned above, but has also identified the following gaps and challenges:

- Increasing number of avoidable Emergency Department visits without enough inpatient beds
- Growing need for specialized services, particularly related to high-acuity procedural capacity
- Need for more partnering with other local healthcare providers for coordinated pathways to care
- Physical space constraints that limit service expansion and meeting surges in patients

While PRHC is recognized as a Seniors' Care Centre of Excellence, the increasing senior population is having an impact on hospital capacity.

- ✓ More than 50% of inpatient admissions and more than 30% of Emergency Department visits are from people over the age of 65.
- ✓ While seniors make up 19% of the Canadian population, they account for 47% of healthcare spending.³⁵

PRHC is working to build senior-specific capacity through geriatric assessment and geriatric mental health pathways, which helps prevent avoidable ED admissions. However, there are further needs related to senior care being targeted for improvements, including:

- Prevention of hospital-acquired complications, such as delirium, falls, and functional decline
- Embedding Age-friendly care consistently across the hospital
- Strengthening transition readiness for a safe and timely return home or to an appropriate setting.

The City of Peterborough is working to address local healthcare challenges by:

- Supporting clinic development and expansion to increase local capacity
- Coordinating physician integration, including licensing, relocation, and onboarding
- Advancing domestic and international recruitment efforts
- Working with partners to strengthen patient attachment pathways

This CSWB Plan supports the work of those advancing the goal of health equity, including the PFHT, CHC, and PRHC.

Mental Health

Mental health is a state of emotional, psychological, and social well-being that enables individuals to manage daily stress, realize their abilities, learn, work, and contribute to their community. It is not merely the absence of mental illness, but a positive state of functioning that includes resilience, self-esteem, and the ability to build, maintain, and manage relationships.³⁶ According to the Canadian Mental Health Association, the mental health of Canadians is three times worse than before the pandemic, and millions of people cannot get the care they need.³⁷

Mental health services are directly connected to the healthcare system in Canada, which is a shared responsibility between all levels of government. As mentioned above, the healthcare system is at a crossroads, which directly impacts the mental health system.

Peterborough is experiencing the same mental health system challenges being faced by other communities in Canada, including:

- Unclear demand and capacity information
- Long wait times for services
- People experiencing difficulties navigating fragmented services
- Shortages and difficulty recruiting specialized clinical staff support, including psychiatrists
- Defining the roles and outcomes expected from a crisis system and communicating this clearly to the community
- Coordinating a system to serve a lifespan approach with clear linkages to community partners
- The need for better data collection and analysis to support service planning and system accountability

Care for mental health goes beyond healthcare services alone. It crosscuts other areas of responsibility identified in this CSWB Plan such as housing, social services, addictions, law enforcement, and income supports. There is strong evidence that an investment in the protection and promotion of mental well-being, including early intervention and prevention, improves quality of life, life expectancy, educational achievement, productivity and economic outcomes, and reduces violence, antisocial behaviour and crime.³⁸

Child and youth mental health is growing issue that was made much worse because of the COVID-19 pandemic. Approximately 1 in 5 children and youth in Ontario has a mental health challenge. About 70% of mental health challenges overall start in childhood or youth.³⁹ Early identification and intervention is critical and can lead to improved achievement in school and better health outcomes in life. Some of the most common disorders among youth and children include:

- anxiety
- attention-deficit/hyperactivity disorder (ADHD)
- depression and other mood disorders
- schizophrenia
- eating disorders

Local mental health agencies collaborate to increase access and availability of services to people in Peterborough. **TALK NOW** is an innovative service option operated by eight local agencies⁴⁰ who deliver mental health, addictions, substance use, and primary health care and recognize the shortfalls in services available in Peterborough. TALK NOW is a mental health and addictions virtual clinic that provides more timely access to services to people of all ages in our community while they may be on a waitlist for care. Patients are not limited to one visit and are welcome to book an in-person, or virtual appointment, as often as needed and may be assisted to connect with longer-term services. While this program fills a gap in regular mental health and addiction care, it is also an example of insufficient funding support as these agencies are managing the program without additional financial support.

- ✓ The **9-8-8** Suicide Crisis Helpline is a national helpline for anyone who is thinking about suicide, or worried about someone they know. The helpline opened in Peterborough in November 2023 through Canadian Mental Health Association (CMHA).

The Peterborough Police Services (PPS) **Mobile Crisis Intervention Team** (MCIT) is another example of local collaboration where a Police Constable is paired with a Mental Health Outreach Worker from CMHA. The purpose of MCIT is to deal with calls for service involving individuals who are:

- Experiencing an acute mental health crisis
- Need follow-up from previous MCIT interactions
- Need connections with other community programs and services

The program started with one team in 2011 and has increased to three teams in 2025 through partnerships with the City of Peterborough and Peterborough Regional Health Centre. This program aims to help people dealing with mental health conditions get connected to the right services and avoid further interactions with the justice system.

Over the past four years, the number of mental health occurrences and apprehensions that the MCIT have encountered has fluctuated but overall have increased.

- ✓ The PPS responded to a total of 944 mental health occurrences in 2024. This is an increase from 574 in 2021. There were 287 mental health related apprehensions in 2024 and 83 in 2021.⁴¹

As with other priority areas in this CSWB Plan, positive mental health outcomes can be achieved by addressing other needs that impact community safety and well-being. The mental health of people living in Peterborough, and Canada, would be improved by addressing the challenges noted earlier, but also through:

- Increased social spending and enhanced social support
- Establishing a Basic Income Guarantee to help address the negative impacts of poverty
- Increase availability of supportive and transitional housing, including the operating capacity to deliver services.

More community education and awareness about mental health that combats stigma and promotes open dialogue.

Addictions & Substance Use

The issues and harms associated with substance use are complex and pervasive, resulting in negative impacts on individuals, families, and the collective safety of the community. In recent years, the rising rate of drug poisonings and the increasingly toxic drug supply have led to a shift from reactive crisis management to a proactive, system-level approach. Local findings highlight that substance use is tied to other priorities found in this CSWB Plan, including housing instability, mental health gaps, and social isolation.

This CSWB Plan supports the collaborative leadership model led by the Peterborough Drug Strategy (PDS) since 2009. By integrating the four pillars of Prevention, Harm Reduction, Treatment, and Community Safety, PDS and its partners strive for equity and improved health outcomes for all community members.

Prevention: Building Long-Term Resilience

Meaningful prevention goes beyond short-term fixes; it involves strengthening the social determinants of health to delay or prevent the onset of substance use. The **Peterborough Youth Substance Use Prevention (PYSUP) Initiative**¹⁰ is an example of prevention work in practice. The globally recognized **Icelandic Prevention Model**⁹ has been adapted to the develop PYSUP to focus on systemic change. The program empowers youth voices to address the root causes of challenges, fostering supportive school and community environments that build resilience before a crisis occurs. This is bolstered by education and anti-stigma work, which addresses the dehumanization often felt by those with lived experience, and ensures healthcare and social supports remain accessible and welcoming.

Harm Reduction: Urgent and Compassionate Response

Harm reduction is a pragmatic, evidence-based approach for saving lives and reducing the risks associated with a toxic drug supply. Through a network of healthcare agencies, paramedics, and peer-support networks, a trauma and violence informed approach is maintained in Peterborough. This includes an **Early Warning System** (Alertable app) to rapidly inform the public of toxic drugs. This is further supported by the low-barrier distribution of Naloxone and harm reduction supplies across peer-led and clinical sites that serve as an intervention to prevent fatal poisonings and reduce the transmission of blood-borne infections while maintaining a connection to the care system.

Treatment: Creating Integrated Pathways to Recovery

A resilient community ensures that when an individual is ready for change, the pathway for help is clear. The opening of **Paddock Wood Residential Treatment Facility** provides essential detox and residential beds, filling a vital gap in the local continuum of care. This program is complemented by the **Peterborough HART Hub** network, which uses a systems-level approach to coordinate the movement of individuals from crisis spaces into transitional housing and treatment. The HART Hub partners⁴² ensure that those with complex needs receive 24/7 treatment services in stable housing conditions.

Community Safety: Integrated and Health-Led Responses

Strengthening community safety requires a transition from reactive enforcement to a proactive, health-led model that addresses the root causes of community disorder. By prioritizing

integrated pathways to care, individuals in crisis can receive the most appropriate support and reduce the burden on emergency systems while enhancing the well-being of all residents. This approach is realized through the **Mobile Crisis Intervention Teams (MCIT)**, as mentioned earlier, where a Police Constable is paired with a mental health worker to co-respond and provide on-site clinical expertise and de-escalation.

An **Addiction Specialist Team (AST)** was introduced in January 2026, which has a Fourcast addictions counsellor paired with a Police Constable for dedicated outreach and foot patrols. The AST engages directly with unhoused and vulnerable individuals to address concerns such as open-air drug usage through a lens of connection rather than displacement. The AST serves as a bridge between addictions treatment, housing programs, and the HART Hub network. This allows for collective learning and improved safety, ensuring that every point of contact becomes a potential pathway to long-term stability and support.

- ✓ In 2025 there were 376 visits to the Emergency Room at PRHC for drug poisoning. This compares to 470 visits in 2024 and 434 visits in 2023.⁴³

Addictions and substance use, and their associated harms, are not isolated health concerns, but a community issue that impacts the safety, stability, and vibrancy of our shared public spaces. Building a resilient community requires acknowledging that the health of our most vulnerable residents is linked to the well-being of the whole community. By investing in a full continuum of resources, ranging from upstream prevention and life-saving harm reduction to rapid access treatment and health-led crisis responses, a safety net can be created that prevents individuals from falling through the cracks.

The PDS recognizes that no single organization or sector can solve these challenges alone. The sustained cross-sectoral collaboration of the PDS, emergency services, healthcare providers, and community-led initiatives will allow Peterborough to move from reactive crisis management toward long-term stability. Having a range of integrated responses ensures that every resident, regardless of their circumstances, has a pathway to dignity, safety, and health, creating a stronger and more inclusive community for everyone.

Public Safety

All residents in Peterborough want to feel they are able to live, work, and play in the community without fear. Achieving this level of safety is the responsibility of everyone. There are groups and organizations that actively work toward this goal, with Peterborough Police Services (PPS) playing a key role. This priority area includes:

- Crime prevention and safety
- Gender Based Violence
- Hate and hate related crime
- Human trafficking

Crime Prevention and Safety

The PPS has developed programs and initiatives that focus on crime prevention and safety. These programs work in conjunction with residents, business and organizations to partner in the prevention of crime to improve safety.

The **Community-Focused Investigation Response Support Team** (Community F.I.R.S.T.) was started in 2024 as a pilot program with the purpose of addressing and investigating property crimes by increasing police presence and undertaking proactive measures in targeted problem areas of the City in conjunction with local stakeholders.

- ✓ In 2024 the Community F.I.R.S.T. Unit responded to 2,733 calls, with 464 arrests, 11 diversions to other services, and \$64,000 worth of returned property.⁴⁴

The **Homeguard Inspection Program** is a crime prevention initiative that allows community members to take an active role in making their home less susceptible to criminal activity. Officers from the Auxiliary Unit conduct a security audit to inspect the exterior of a home and recommend potential improvements to improve safety and deter property crime.

- ✓ The Homeguard Inspection Program has grown over the past 3 years with 140 inspections completed in 2023, 215 completed in 2024, and 572 completed in 2025.

The **CAMSafe** program is a voluntary program that allows businesses and residents to register their Closed-Circuit TVs, video cameras, and doorbell cams with the PPS.

- ✓ There are 353 cameras registered with CAMSafe in Peterborough. There are 11,697 registered in all of Ontario.

PPS offers a **Crime Prevention Through Environmental Design** (CPTED) program which provides a similar inspection to Homeguard but is focused on private and/or public businesses / locations. The purpose of CPTED is based on the concept that the proper design and effective use of the built environment can lead to a reduction in the incidence and fear of crime, and an improvement in the quality of life. Through the creative design of outdoor structures and environments, these settings can be less appealing to criminals, resulting in improved security and preventing crime and property loss.

- ✓ 17 CPTED audits have been conducted over the past 3 years.

By increasing the awareness and local utilization of these programs, community safety can be improved.

Gender-based Violence

Gender-based violence (GBV) can take physical and emotional forms, such as name-calling, hitting, pushing, blocking, stalking, criminal harassment, sexual assault, control and manipulation. Women, girls, and Two Spirit, trans and non-binary people are at highest risk of experiencing this abuse.⁴⁵ GBV can also include domestic abuse, intimate partner violence (IPV), and sexual assault. While each can be interpreted differently for certain purposes, the victims of these types of violence are overwhelming female.

- ✓ In 2023, 78% of the 123,319 people aged 15 and over who experienced IPV in Canada were women.⁴⁶

Findings from the **National Inquiry into Missing and Murdered Indigenous Women and Girls** revealed how the violation and abuse of human and Indigenous rights in Canada were the cause of high rates of violence for Indigenous women, girls and 2SLGBTQQIA⁴⁷ people. People experienced multigenerational and intergenerational trauma and marginalization in the form of poverty, insecure housing or homelessness and barriers to education, employment, health care and cultural support. Compounding these with colonial and patriarchal policies that displaced women from their traditional roles in communities and governance and diminished their status in society, leaving them vulnerable to violence.⁴⁸

- ✓ Indigenous women and girls are 12 times more likely to be murdered or missing than any other women in Canada, and 16 times more likely than white women.⁴⁸

The Peterborough Police Service are represented at the Canadian Association of Chiefs of Police, and specifically, the Police Information and Statistics Committee, where a response to the following **Call for Justice Report** recommendation is being actively worked on:

9.5(v) “Create a national strategy, through the Canadian Association of Chiefs of Police, to ensure consistency in reporting mechanisms for reporting missing Indigenous women, girls, and 2SLGBTQQIA people. This could be developed in conjunction with implementation of a national database.”⁴⁸

The **Peterborough Domestic Abuse Network** (PDAN) is a group of local people and organizations working to end GBV and provide coordinated support to survivors in Peterborough. PDAN identifies the following actions that would help to prevent GBV and support survivors of GBV:

- Recognition that GBV is a pervasive problem that requires education, training, and interventions at all levels, such as education to recognize the signals of unhealthy relationships and bystander intervention training.
 - Improvements to service navigation for those experiencing GBV.
 - Strengthen partnerships between organizations to improve pathways to coordinated service delivery and data sharing.
 - More training, support, and information sharing to support survivors
 - Supports for survivors and their families
 - Promoting responsive legal and justice systems
- ✓ Sex Offences in Peterborough have declined from 185 in 2021 to 140 in 2024.⁴⁴
 - ✓ 80% of people who had experienced IPV in 2019 did not report it to the police.⁴⁹
 - ✓ Over the past 3 year, PPS received the following number of calls regarding IPV:
 - 2023: 1,094 calls
 - 2024: 1,061calls
 - 2025: 978 calls

The **Unified Approach: Victim Centered Response Team** is a one-year project starting in 2026 focused on strengthening the PPS's capacity to support victims and survivors of GBV/IPV. Two Outreach Workers work alongside frontline officers to provide immediate emotional support, conducting real-time risk assessments, and ensure that survivors and their families are connected to essential services such as safety planning, crisis intervention, housing, or legal

resources. The goal of this coordinated response is to mitigate the impact of trauma on the family and reduces the likelihood of survivors disengaging from support systems. Collaboration with community partners will be instrumental in helping break the cycle of violence, reduce re-victimization, and improve overall safety and well-being.

Hate and hate related crime

As mentioned earlier, the City of Peterborough is a member of the **Coalition of Inclusive Municipalities** and is committed to fostering a safe and inclusive community and to driving action against racism and discrimination. One of the municipal areas of responsibility identified by the Coalition sees “the municipality as a guardian that respects the public interest.”⁴ Specific commitments under this area include:

1. Increasing vigilance against systemic and individual discrimination.
2. Monitoring discrimination in the municipality and taking action to address it.
3. Supporting individuals who experience discrimination.
4. Providing police services that are exemplary institutions for fighting discrimination.

Work towards these commitments includes, among other actions, developing and supporting mechanisms for identifying and rejecting hate, and collaborating with partners to address hate bias and eliminate hate crime. Further, this CSWB Plan supports **Canada’s Action Plan on Combatting Hate**.⁵⁰ Released in 2024, this Action Plan sets-out priorities that can be adapted to local circumstances in Peterborough to help address and prevent hate and hate related crimes.

In Canada, **hate crime** is defined as a criminal violation motivated by hate, based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or gender identity or expression, or any other similar factor. A hate incident is a non-criminal action or behavior motivated by bias, prejudice, or hate against an identifiable group that does not violate criminal law.

According to Statistics Canada, Peterborough was ranked as having the third-highest rate per capita of police-reported hate crimes with 21.4 cases per 100,000 residents in 2024. This is well above the national average of 11.9 cases per 100,000. There has been an increase over the last 10 years nationally in the number and type of incidents. Reasons for hate-motivated incidents included an intersectionality of social categories where race and ethnicity rank first, followed by religion, sexual orientation, and disability.⁵¹

It is an accepted fact that hate crimes and hate incidents are significantly underreported, and the PPS has been actively engaged in reducing barriers to reporting, which has contributed to the increased number of reported incidents.

One of the ways PPS is working to increase awareness about hate bias and hate crimes is through the “**Hate has no place here. Name it. Report it.**” public education and awareness campaign, or the “NOH8 Campaign”. The purpose of this public education campaign is to:

- Boldly reinforce that hate is not okay and has no place in our community.
- Encourage people to report hate/bias incidents.
- Educate as to what hate is and how it is addressed through the justice system.

It is critical to strengthen and empower the local community to identify and prevent the spread of hate both online and offline. Individuals, organizations, and the public at large must be supported and encouraged through awareness and education to recognize and report hate. This is a shared responsibility that includes advancing reconciliation, anti-racism, equity, accessibility, and inclusion in all facets of our everyday lives and through media platforms and other cultural sectors.

Building community trust, partnerships, and institutional readiness is also critical to addressing hate in the community. Local efforts need to be collaborative and complementary with as much coordination as possible to maximize impact while also reduce burden on the victims. The capacity of police and security services to monitor, prevent, and investigate hate incidents and crimes must also be improved.

The PPS offers an online reporting portal available 24/7/365 to receive many types of crime, including hate crimes and hate bias incidents. Statistics Canada states, “reporting [of hate crimes and hate bias incidents] can be influenced by many factors, including world events, social movements, community awareness, and the expertise of local police. Victims’ decisions to report a crime may also be influenced by factors like language barriers, trust in police and the justice system, and fears of stigmatization or further victimization. Police-reported data represent one dimension in hate crime analysis. Self-reported data provide additional insight.”⁵¹ It is encouraging when community members are comfortable reporting hate crimes and incidents to the PPS.

As such, victims and survivors of hate-motivated crime need support from police, the community, and agencies that provide services in this area. Programs that assist victims of hate-incidents or hate crime often require specialized skills and services. Gaps may exist in this area which can lead to unfulfilled needs. Improved reporting and availability of data can assist as first steps in identifying and addressing these needs and gaps.

- ✓ 46 Hate or bias related crimes or incidents were reported to PPS in 2024. With 67 in 2023 and 33 in 2022.⁴⁴

Human Trafficking

Human trafficking is the exploitation of a person for the profit and material gain of others. In Canada, the two most common forms of human trafficking are sex trafficking and labour trafficking.⁵²

Human trafficking and sexual exploitation are critical and complex community safety issues that disproportionately impact women, youth, and other vulnerable populations, including individuals experiencing gender-based violence, housing instability, poverty, substance use, prior trauma or developmental disabilities.

In Canada, children and youth are disproportionately affected, particularly those with a history of maltreatment and involvement with the child welfare system. Youth connected to Children’s Aid Societies are specifically identified as a high-risk group due to factors such as prior trauma, unmet basic needs, and social isolation, all of which traffickers exploit to establish control. These vulnerabilities are often compounded for youth who have experienced abuse, neglect, or placement disruptions and removal from their home communities. While PPS is not encountering cases of child and youth trafficking, it is a concern being monitored.

In Peterborough and the surrounding region, trafficking remains a significant and evolving concern. These forms of exploitation are often hidden and underreported, making them difficult to quantify; however, frontline services continue to identify ongoing and increasingly complex cases requiring specialized, long-term support.

- ✓ Over the past 5 years, Peterborough Police Service had a total of 26 Human Trafficking calls for service:
 - 2021: 10 calls
 - 2022: 5 calls
 - 2023: 3 calls
 - 2024: 6 calls
 - 2025: 2 calls

The impacts of human trafficking are profound and far-reaching. Survivors often experience ongoing physical and psychological harm, barriers to accessing healthcare and housing, and challenges navigating the criminal justice system. The effects extend beyond the individual, impacting families, support networks, and the broader community. Without appropriate intervention, individuals remain at heightened risk of re-exploitation, while communities experience increased strain on emergency and crisis-based systems, including policing, healthcare, and social services.

- ✓ In 2025, the Kawartha Sexual Assault Centre's Human Trafficking Response Program provided specialized support to over 75 individuals experiencing sex trafficking and sexual exploitation, including those currently entrenched, those who have recently exited, and those navigating longer-term recovery.⁵³

Addressing human trafficking requires a coordinated, multi-sector response grounded in prevention, early intervention, and sustained, survivor-centered support. Community-based programs play a critical role in reducing risk, supporting recovery, and assisting individuals in navigating complex systems such as healthcare, housing, and the justice system. Due to the unique and complex nature of trafficking, responses must be specialized, trauma-informed, and long-term, ensuring that individuals are supported at every stage; from initial crisis through to stability and recovery.

Active Transportation

Safe, accessible, and affordable transportation helps people of all ages, abilities, and income levels move throughout the City of Peterborough to reach employment, education, healthcare, food, recreation, social services, and social connection. Expanding transportation options is a preventative strategy that contributes to a safer, healthier, and more equitable community for everyone.

When transportation barriers exist, people miss appointments, are unable to visit service providers, participate less in community programs, and rely more heavily on emergency services. These barriers disproportionately affect people with disabilities, low-income households, older adults, newcomers, youth, and those who do not have access to a private vehicle.

- ✓ Approximately one quarter of households in the City with lower incomes live without a personal vehicle.⁵⁴

Investments in active transportation facilities, complete streets, transportation safety programs, and dependable public transit improve access to essential services, reduce preventable injuries, strengthen social inclusion, support daily physical activity, expand economic opportunities, and help create a more connected community. The **Peterborough Transportation Master Plan** emphasizes the need for options beyond the personal vehicle and takes a multi-modal approach to system planning.⁵⁵ Its objectives include improving travel choices through more reliable, equitable, and accessible options; improving transportation safety for all users; and ensuring that investments enhance equity and accessibility by expanding access to jobs, services, and amenities regardless of age, ability, or travel choice.

The Plan supports actions that include:

- Investment in **expanding the sidewalk network** along transit routes and growth areas
 - **Enhanced connectivity** of the cycling network, programs, and policy
 - **Increased service hours and frequency** of public transit
 - Implementation of **subsidized transit fees**,
 - **Enhance year-round service and access** to active transportation and transit, and
 - **Embedding road safety** improvements into the City's approach to planning, design and operations
- ✓ Studies show that residents of highly walkable neighbourhoods report higher levels of trust and neighbour interaction than those in car-dependent communities.^{56, 57}

In May 2026, the City of Peterborough began the process of engaging community stakeholders and residents in the development of a **Transportation Safety Program**. The Program is based on the **Safe Systems Approach**,⁵⁸ which is an internationally recognized and implemented road safety framework designed to minimize the risk of fatal and serious injuries on our roads. It is centered around the principle that human errors are inevitable, but those errors should not result in death or serious injuries on our roads. The resulting plan will holistically address road safety at all transportation network stages, including planning, design, operations, and use, to address road safety across the community in a coordinated, proactive, and sustainable way.

- ✓ Between 2019 and 2025, the City recorded an annual average of 150 injuries and 2 fatalities from traffic-related collisions, with an average of one collision occurring every six hours.

In addition to infrastructure and service level improvements, local community partners work together to deliver programming that aims to further reduce transportation barriers and expand access to safe, sustainable transportation options.

Community Care Peterborough supports community members in staying independent and connected through a dedicated network of 800 volunteers serving more than 7,300 clients. Volunteers provide transportation for medical appointments, treatments, shopping, community services, and social and recreational activities. They also deliver meals and offer connections for community members who are homebound.

The Council for Persons with Disabilities (CPD) delivers a range of programs that educate, assist, and advocate for people with disabilities to better access local programs and services. CPD offers the **Ride With Me** program in partnership with Peterborough Transit to increase

access and awareness of the accessibility services available through the transit system. The CPD also advocates for the improvement of all local programs and services to meet the needs of people with disabilities.

GreenUP, the City of Peterborough, Peterborough Transit, B!KE: The Community Bike Shop, Age-friendly Peterborough and numerous community partners work collaboratively to reduce transportation barriers and increase access to safe, sustainable transportation options. Through education, community programming, and transportation services, more community members are supported to choose active travel modes.

- ✓ In spring 2026, **GreenUP** and **Peterborough Transit** provided transit orientation workshops to 1,900 people, helping participants build confidence using public transit and improve access to employment, education, healthcare, and community services.
- ✓ The **Kids' Bike Giveaway Program** from B!KE expands access to bicycles and cycling education for children and youth by providing refurbished bicycles to children in priority populations.

Access to transportation is an important social determinant of health. When community members can reach jobs, education, healthcare, recreation, and community services safely and affordably, they are better able to thrive, take part in community life, and experience improved health and safety outcomes.

Moving Forward

The priorities in the 2022 CSWB Plan continue to be relevant in 2026. Progress has been made in many areas, and the work of local service providers has made a positive impact among the equity-deserving groups identified in this CSWB Plan. But there are still many challenges and, in some cases, conditions have gotten worse.

This CSWB Plan aims to support the work that is being done and reinforce the plans and strategies that drive local work. It is also recognized that progress requires collaboration across the sectors and priorities in this plan.

A Leadership Table was formed in 2023 to oversee the implementation of the CSWB Plan and create an opportunity for collaboration across sectors, improved awareness of successes and challenges, shared plans and data, and mutual alignment on community priorities. The Leadership Table was intended to have high level representation from:

- All levels of government
- Law enforcement
- Public safety
- Mental health
- Healthcare
- Addiction
- Community and social services
- Housing
- Homelessness
- Education
- Employment
- Poverty reduction
- Children's services
- Business
- Public Health

Limited staff and financial resources hampered the ability of the Leadership Table to build local capacity and deal with priorities through implementing the CSWB Plan. In 2024, the Leadership Table decided to focus its efforts on raising awareness and information sharing across sectors. The group looks for opportunities to collaborate through this new focus and to support local initiatives related to the CSWB Plan where possible. This approach will be continued by the Leadership Table as part of the ongoing stewardship of this CSWB Plan.

Membership on the Leadership Table will be expanded to include representatives from any agency, service provider or committee that has a commitment to addressing the priorities identified in the CSWB Plan.

Appendix A: Report Card



Peterborough

Community Safety and Well-being Plan

Peterborough Community Safety and Well-being Plan Report Card
How Peterborough improved safety and well-being from 2022 to 2025



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Background

The City and County of Peterborough, along with five townships (Douro-Dummer, Havelock-Belmont-Methuen, North Kawartha, Selwyn, and Trent Lakes) worked collaboratively to develop a joint Community Safety and Well-being Plan (CSWB Plan).

The purpose of a CSWB Plan is to identify, align, and focus collaborative actions to build a community in which everyone is safe, included, and part of a community. The goal is to address community priority risks through proactive, integrated strategies that ensure more vulnerable populations receive the right help from the right providers. The desired outcome of the CSWB Plan, is that the community will work together in new ways to address safety and well-being issues through programs and services that are available to all who live, work, and play in the City and County of Peterborough.

On July 11, 2022, Peterborough City Council approved the CSWB Plan. The CSWB Plan identified five Priorities Areas and associated Outcomes and Goals, as shown in Figure 1.

Figure 1: CSWB Plan Summary.

Priority Area	Outcome	Goals
1. Housing & Homelessness	All residents have access to quality housing they can afford.	1.1 Support people who are unsheltered. 1.2 House people who do not have a home. 1.3 Help people stay housed. 1.4 Increase affordable housing options and opportunities. 1.5 Build capacity and improve effectiveness and efficiency of the housing and homelessness system.
2. Poverty & Income Security	All residents have equitable access to income security and are valued for their contributions.	2.1 Coordinate inclusive and user-focused access to human services. 2.2 Advocate for adequate income supports and equitable wages. 2.3 Develop inclusive pathways to education and employment. 2.4 Cultivate community food security. 2.5 Change the conversation about poverty.
3. Healthcare & Mental Health	Every resident has access to healthcare and mental health supports.	3.1 Collaborate to integrate healthcare into the community. 3.2 Enhance timely access to healthcare. 3.3 Enhance timely access to mental health supports.
4. Substance Use & Addictions	Reduce harms related to substance use.	4.1 Strengthen harm reduction initiatives. 4.2 Ensure access to the right services. 4.3 Change the conversation about substance use.
5. Active Transportation & Connectivity	People are connected to programs and services that meet their needs.	5.1 Enhance community hubs and mobile outreach. 5.2 Enhance access to internet and technology. 5.3 Enhance transportation options.

CSWB Plan Renewal

The Ontario Minister of the Solicitor General requires that municipalities review and revise their Community Safety and Well-being Plans every four years. As the Peterborough Plan was adopted in July 2022, it is due for renewal in July 2026.

The CSWB Plan Renewal Project was divided into five phases:

1. **Research** to review CSWB Plans from other municipalities.
2. **Stakeholder engagement** to report on actions completed, in progress, or planned, that support the goals listed in the 2022 Plan.
3. Develop a **Report Card** to highlight how organizations have addressed the five priorities from the 2022-2025 CSWB Plan.
4. A **Community Engagement Survey** to gauge how the perceptions of the public have changed since the 2022 survey and inform actions for the new CSWB Plan.
5. Refresh of the **CSWB Plan for 2026-2030**.

Report Card Introduction

The CSWB Plan is a community plan to inspire collective action towards common priorities. The Plan provides a roadmap for municipalities, law enforcement, social service organizations, and community-based initiatives to work collaboratively across sectors to ensure that all people, particularly those who are marginalized, have access to appropriate supports and resources so that they can experience safety, well-being, and belonging.

Since the release of the CSWB Plan in 2022, many projects, programs and services have been implemented. The City of Peterborough acknowledges the many stakeholders who support residents by contributing to safety and well-being in the community. This Report Card captures examples of what has been achieved over the last four years. Thank you to the 31 organizations, listed in Figure 2, who submitted updates.

The Report Card is divided into the 5 CSWB Plan **Priority Areas**:



Housing and Homelessness



Poverty and Income Security



Healthcare and Mental Health



Substance Use and Addictions



Active Transportation

The last section of the Report Card refers to the CSWB Plan, Appendix D: Indicators. Community safety and well-being is interconnected and complex. The indicators describe the local context, related to the priority areas, and were identified as part of the implementation strategy. These indicators provide insight into how the community is changing over time.

It also refers to provincial data that shows the safety and well-being issues that Peterborough faces are wide-spread and affecting other areas. For example, Statistics Canada reported that from 2021 to 2022, 29% more Ontario residents rated their mental health to be 'fair' or 'poor'. In 2022, 29% of Peterborough residents who completed the CSWB Plan survey, rated their mental health as 'fair' or 'poor' and that increased to 35% in 2025 (Table 4).

The **indicators** are divided into 7 domains:

- Sense of Belonging to the Community
- Safety and Crime
- Health
- Substance Use
- Housing and Homelessness
- Poverty and Income Security
- Access to Services

Figure 2: Organizations who provided updates included in the Report Card

If the organization uses an acronym, initialism or shortform it is identified in brackets and may be used in the Report Card.

- Age-friendly Peterborough (AFP)
- Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (CMHA HKPR)
- City of Peterborough - Social Services
- Community Care Peterborough (CCP)
- Community Counselling and Resource Centre (CCRC)
- Curve Lake First Nation Health and Family Services
- Elizabeth Fry Society of Peterborough (EFry)
- Four Counties Addiction Services Team (Fourcast)
- Havelock Foodbank
- Kawartha Food Share
- Kawartha Haliburton Children's Aid Society
- Kinark Child and Family Services (Kinark)
- Lakefield Youth Unlimited
- Lakelands Public Health (LPH) formerly Peterborough Public Health
- New Canadians Centre (NCC)
- One City Peterborough (One City)
- Peterborough 360 Degree Nurse Practitioner-Led Clinic (360 NPLC)
- Peterborough AIDS Resource Network (PARN)
- Peterborough County/City Paramedic Services
- Peterborough Housing Corporation (PHC)
- Peterborough Family Health Team (PFHT)
- Peterborough Food Action Network
- Peterborough Police Service (PPS)
- Peterborough Regional Health Centre (PRHC)
- Peterborough Youth Services (PYS)
- Rapid Access Addiction Medicine (RAAM) Clinic
- Peterborough Street Medicine (PSM)
- The Community Training and Development Centre (CTDC)
- The Mount Community Centre
- Township of Selwyn
- YES Shelter for Youth and Families (YES)



Priority Area 1: Housing & Homelessness

Outcome: All residents have access to quality housing they can afford.

- 1.1 Support people who are unsheltered.
- 1.2 House people who do not have a home.
- 1.3 Help people stay housed.
- 1.4 Increase affordable housing options and opportunities.
- 1.5 Build capacity and improve effectiveness and efficiency of the housing and homelessness system.

Support people who are unsheltered.

- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** (360 NPLC) provides accessible, life-long primary health care to families and individuals across Peterborough. The Nurse Practitioners, Nurses, and Social Workers at the clinic deliver comprehensive mental and physical health care, with a strong commitment to serving people who are unsheltered or experiencing housing instability. 360 NPLC prioritizes low-barrier, trauma-informed care that meets people where they are, recognizing the complex health and social needs associated with homelessness.
- **Kawartha Haliburton Children's Aid Society** provides funding to parents and youth who are unhoused as part of their service plan. They also support parents and youth in their search for housing through referrals and assistance in navigating systems.
- **One City Peterborough** runs a drop-in program for anyone in the community, including folks who are unsheltered. It is where they can have a shower, a hot meal (donor-funded), weekly health care, and connect to other service agencies. Through Reaching Home, the Community Foundation Greater Peterborough, and private donors, One City provides outreach services like safety checks, survival resources, and service navigation to those living rough.
- The **Peterborough Family Health Team** has a full-time Social Worker who supports Brock Mission and interprofessional healthcare providers such as Social Workers, Nurses, Dietitians, and Pharmacists at all sites to provide service to patients including those who are unsheltered.
- **Peterborough County/City Paramedic Services** provides emergency medical care and community outreach programs to support the unsheltered with health care needs and referral pathways where required. They partner with Fourcast, One City and Peterborough Street Medicine to provide medical care to those who are unhoused.
- **Peterborough Regional Health Centre** (PRHC) supports individuals who are unsheltered by providing medical treatment throughout the hospital, such as the Emergency Department and Rapid Access Addiction Medicine Clinic.

- **Peterborough Street Medicine** provides outreach and runs 3 weekly clinics in collaboration with Community Health Centre and One City; 2 at Brock Mission and 1 at Trinity Centre.
- The **City of Peterborough Social Services** provides enhanced support to individuals experiencing homelessness through a partnership with Peterborough Street Medicine. Two Social Services Case Managers assist with a Forms Clinic twice per month at the Brock Mission clinic, supporting the physicians. This clinic assists unhoused individuals who do not have a primary care provider by helping them complete important income support and health related applications, including:
 - Ontario Disability Support Program (ODSP) applications
 - Special Diet Allowance forms
 - Disability Tax Credit (DTC) applications

The goal of the clinic is to help service users increase their income and improve financial stability, ensuring they can access benefits that they are eligible for but may otherwise struggle to obtain.

- **The Elizabeth Fry Society of Peterborough (EFry)** supports individuals who are unsheltered through dedicated housing outreach services. The EFry Housing Worker engages individuals living rough and in precarious housing situations to update assessments and Coordinated Access information to ensure prioritization through the By Name Priority List. The Housing Worker also assists with applications for identification, income supports, and housing applications, helping to reduce barriers to securing stable housing.
- **CCRC's Housing Resource Centre (HRC)** holds Housing Help Drop-in services to help renters find and keep their housing. Drop-in services support individuals who are unsheltered by providing access to HRC staff, the Resource Room, and access to telephones, computers and the internet to support a housing search.
- **Canadian Mental Health Association Haliburton Kawartha Pine Ridge (CMHA HKPR)** provides crisis supports to people who are unsheltered through the 988 Suicide Crisis Line, short term stays at Safe Beds, through a collaborative partnership with the Peterborough Police Service and the OPP through the Mobile Crisis Intervention Team (MCIT) and by offering a walk-in mental health clinic at the George Street location. Next steps include further partnerships by providing transitional housing through the HART Hub initiative and expansion of the MCIT program into Peterborough County with the OPP.

1.2 House people who do not have a home.

- The **YES Shelter for Youth and Families** provides the following housing:
 - Emergency shelter with overnight beds for youth and families who are living rough. Core shelter operational and family support programs are funded by the City of Peterborough and United Way.
 - Transitional housing for youth is the second stage between homelessness or shelter and community independence. It is supported by community donations.
 - Transitional housing for families is provided in partnership with the City of Peterborough and Peterborough Housing Corp.
- **Lakefield Youth Unlimited** provides two affordable units; one bachelor apartment and a 3.5-bedroom apartment.
- The **New Canadians Centre (NCC)** is a Welcome Centre for Immigration, Refugees and Citizenship Canada and supports 140+ Government-Assisted Refugees (GARs). When refugees first arrive, NCC assists them to find temporary accommodation, and then find permanent housing. NCC supports the GARs with skills to adapt to life in Canada, including grocery tours, how to navigate the healthcare system, digital literacy, and English language learning. Over time, these newcomers form a supportive social network and are more empowered to navigate life in Canada. Newcomers who have a more complicated settlement journey transition to the NCC Case Management team where they receive customized supports.
- **One City Peterborough** provides a low-barrier shelter to 45 individuals, funded through the City of Peterborough. They also buy housing and partner with nonprofits and private landlords to provide supportive and affordable housing to individuals experiencing homelessness or at risk of homelessness. They have more than 50 units in their portfolio.
- **Peterborough Housing Corporation (PHC)** partners with the City of Peterborough, YES, Fourcast, and CMHA to house individuals from the By Name Priority List at different locations. Partner organizations support residents to ensure housing stability and, in some cases, navigate permanent housing.
- **Four Counties Addiction Services (Fourcast)** provides 100 units of housing for those exiting homeless through the City of Peterborough By Name Priority List processes. The homelessness housing programs include three tiers of supports:
 - funding for transitional housing (through contract with the City of Peterborough until March 31, 2026)
 - Permanent Supportive Housing funding
 - Reaching Home funding for step down into independent housing program
- **Peterborough Housing Corporation (PHC)** is the Property Manager for The Crossing (210 Wolfe Street, modular bridge housing community) in partnership with the City of Peterborough. **Elizabeth Fry Society of Peterborough (EFry)** is the operator and service provider of the 50-bed modular housing community, which houses individuals experiencing chronic homelessness in a transitional supportive setting. The program provides 24/7 on-site supports focused on stabilization, housing readiness, and connection to health and community services.

- **Elizabeth Fry Society of Peterborough (EFry)** also operates *A New Day Program*, a 10-bed reintegration home designed to divert individuals from homelessness who are exiting public institutions such as jail or hospitals, or who are experiencing criminalization. This is a 24/7 staffed supportive housing program offering transitional stays, with placements coordinated through the Coordinated Access System and referrals from Community Reintegration Planning Tables. In addition, EFry delivers an Occupancy Program that supports individuals facing barriers to secure private market housing by helping to obtain units and successfully transition into independent leases.
- The **City of Peterborough** built a 6-storey building at 681 Monaghan St that has 53 units including 37 one-bedroom, 11 two-bedroom and 5 three-bedroom units. Local agencies referred tenants who represent different priority populations including 11 units that were provided to people transitioning from the homelessness system.
- **Four Counties Addiction Services (Fourcast)** received \$6m funding from a new provincial initiative, *Homelessness Addiction Recovery Team (HART)Hub*. This investment includes scheduling a multi disciplinary health and social supports team at The Crossing (210 Wolfe St, modular bridge housing community) to support those moving to the staffed and supported transitional housing units. (HART)Hub partners include the City of Peterborough, PCCP, PRHC, PCHC, CMHA, plus landlord partners One City, Peterborough Housing Corp and private landlords. Full implementation is expected by April 1, 2026.
- **Canadian Mental Health Association Haliburton Kawartha Pine Ridge (CMHA HKPR)** provides supportive housing for people who are homeless or at risk of homelessness and whose mental health prevents them from finding and keeping housing. They have 200+ units of housing in the Peterborough area and collaborate with many private and publicly funded landlords and service providers including EFry, Fourcast, Ontario Shores, One City, Peterborough Housing Corp and PRHC to link people to affordable and supported housing. In addition, CMHA provided housing for people who did not have a home through their *Justice Supportive Housing program*. Funding for supports is provided by Ontario Health, and funding for rent supplements are provided by the Ministry of Health and the Ministry of Municipal Affairs and Housing.
- **CCRC's Housing Resource Centre** provides eviction prevention services to households experiencing, or at risk of eviction, homelessness or loss of housing due to a variety of factors, including low income, eviction proceedings (legal or illegal), landlord and tenant issues or disputes, inappropriate or unsuitable housing, discrimination, and rent or utility arrears. Housing Counsellors work with individuals and households to identify, address, and resolve the issues that affect their ability to maintain their current housing or secure new housing. The specific services provided may include:
 - case planning and goal setting, advocacy and mediation with landlords and utility providers
 - system navigation support
 - assistance to apply for income support such as OW, ODSP, EI, CPP, OAS, GIS
 - assistance to apply for Community Housing, Rent Supplements and Portable Housing Benefits
 - assistance with budgeting for housing

- referral to legal support
 - Landlord and Tenant Board Tribunal preparation and accompaniment
- The **City of Peterborough** provides funding to support community partners to provide emergency shelters to individuals in the community who are experiencing homelessness.
- The **City of Peterborough** Social Services provides income supports and system navigation to individuals who are staying in emergency shelter, transitional housing, and permanent supportive housing through a dedicated team of Homelessness System Navigators.

1.3 Help people stay housed.

- The **YES Shelter for Youth and Families** (YES) Outreach Team and YES Transitional Housing Team work one-on-one with individuals in YES housing and in the community with housing stabilization. The next step includes an expansion to youth transitional housing.
- Often mental health instability contributes to reasons that the **Peterborough 360 Degree Nurse Practitioner-Led Clinic** patients lose their housing. Their clinicians (Nurse Practitioners, Registered Nurses, and Social Workers) collaborate to address acute mental health concerns and advocate for housing stability in times of instability.
- **Kawartha Haliburton Children's Aid Society** staff work with adults and youth to problem solve risks that could result in their loss of housing. This work is in partnership with agencies such as CMHA and municipal housing programs.
- **Curve Lake First Nation Health and Family Services** advocates and helps clients set accomplishable goals with landlords.
- In the event of an unexpected crisis, **New Canadians Centre** (NCC) clients can access their Client Emergency Fund. NCC also connects them with supports available through the City of Peterborough and CCRC's Housing Resource Centre to stabilize their housing.
- All **One City Peterborough** housing is supportive. On October 1, 2025, they began a pilot with the City of Peterborough to support and subsidize residents who participate in the acute, 7-bedroom housing program. Otherwise, all One City housing support staff are funded through limited-time grants such as Reaching Home and the Morton Foundation, or through donations. The mission of the housing program is to work alongside people to secure and maintain housing as a foundation for autonomy, safety, community and purpose. One City offers a continuum of housing options and personalized support, while engaging in longer-term solutions that increase affordable housing for all. One City collaborates with CMHA to provide subsidies for several residents.
- Through the Ontario Health funding, **Canadian Mental Health Association Haliburton Kawartha Pine Ridge** (CMHA) connects their supportive housing team to individuals living in the community in the *Rent Supplement program*. A key objective of this program is to support individuals to maintain housing and prevent eviction.

- **Peterborough Housing Corporation** (PHC) is committed to preventing the eviction of tenants. The Resident Services Team plays a key role in this process and works diligently to maintain tenancies. PHC recognizes that their residents are generally low-income households who, if evicted, would find it difficult to obtain housing either in alternate affordable housing or the private market. Evictions would also put a strain on other services and are therefore the last resort. Much of this is possible through partnerships with community agencies who can provide the supports necessary to stabilize a tenancy.
- **Peterborough Family Health Team** (PFHT) Mental Health Clinicians support 5 Family Health Organizations (teams of Physicians across Peterborough city and county), the pregnancy clinic, and Brock Mission. They work together to support those who are struggling to stay housed or find housing. Nurse Navigators work with PFHT patients who are struggling to stay housed, look for options for funding/housing, help them complete forms, and make connections with other organizations that can support them.
- The **City of Peterborough** funds community partners to operate projects that support individuals to find, move and maintain safe, stable housing.
- The **City of Peterborough** manages the *Housing Stability Fund* to support individuals who are homeless with costs associated with moving into housing or to keep individuals housed in their current home.
- **The Elizabeth Fry Society of Peterborough** (EFry) supports individuals and families to maintain their housing through proactive stabilization services. EFry's Outreach Worker provides mediation support to address landlord and neighbour disputes, helping to resolve conflicts before they escalate to eviction. Staff assist individuals to update and maintain Rent-Geared-to-Income (RGI) and Canada-Ontario Housing Benefit (COHB) information to ensure continued eligibility and access to subsidies. EFry also offers follow-up and transition support to individuals who have been recently housed, helping them build tenancy skills, navigate challenges, and sustain long-term housing success.

1.4 Increase affordable housing options and opportunities.

- **YES Shelter for Youth and Families** (YES) offers 26 affordable housing spaces for youth experiencing homelessness. These units, and the support of YES staff, help young people transition from homelessness back into independence in the community.
- The **Community Training and Development Centre** (CTDC) created a Solution Lab project for CMHA and as a result sold the CTDC property, so the City was able to build affordable units.
- With each house **One City Peterborough** purchases, they increase opportunities to assist people to exit the homelessness system. In collaboration with CMHA, Fourcast, and the City of Peterborough, all One City owned housing is Rent-Geared-to-Income. Furthermore, they have partnered with Peterborough Action for Tiny Homes (PATH) to build their first residential unit in the backyard of a home they own and are in the process of building two more. One City's goal is to continue fundraising to purchase housing units to offer accessible, appropriate housing for more individuals in community.
- In 2023, **Peterborough Housing Corporation** opened their newest buildings, located at Bonaccord Street. It is a mixed community with market and affordable housing units.
- The **Peterborough Poverty Reduction Network** saw the possibilities of developing the former property of the Sisters of St. Joseph's, known as the Mount. Through 2012 and into 2013,

volunteer committees investigated the challenges of restoring the building for affordable housing. They concluded that while the renovations would be a difficult process, it was possible, and the Peterborough Poverty Network purchased the property on August 2, 2013. They transferred ownership to the newly incorporated not-for-profit in December of 2013 and renamed the Mount St. Joseph to what it is known as today – **The Mount Community Centre**. After a significant amount of construction and hard work, the first 43 affordable apartments opened in the fall of 2016. Since then, 36 more apartments have been built. The Mount also has two unique housing options; a farmhouse on the grounds where a group of senior women live in and a shared living space where 5 men living with disabilities have moved into.

1.5 Build capacity and improve effectiveness and efficiency of the housing and homelessness system.

- **One City Peterborough** provides ongoing feedback about the housing and homelessness system at several tables and meetings, including those organized by City of Peterborough staff and City Council. In March 2025, they published a *Housing Acquisition Guide* for small and medium nonprofits, and they often share their experience engaging in housing acquisition with nonprofits in Ontario, and beyond.
- **CCRC's Housing Resource Centre** participates in the Coordinated Access System and provides feedback and input at various other tables and attends community-wide meetings.
- The United Way of Peterborough and District, in conjunction with the **City of Peterborough** supports capacity in the homelessness system through the Community Advisory Board to meet the Reaching Home Federal Requirement.



Priority Area 2: Poverty & Income Security

Outcome: All residents have equitable access to income security and are valued for their contributions.

- 2.1 Coordinate inclusive and user-focused access to human services.
- 2.2 Advocate for adequate income supports and equitable wages.
- 2.3 Develop inclusive pathways to education and employment.
- 2.4 Cultivate community food security.
- 2.5 Change the conversation about poverty.

2.1 Coordinate inclusive and user-focused access to human services.

- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** (360 NPLC) offers same-day access for health care and Social Workers to provide drop-in sessions two days per week.
- The *Connect Clinic* through the **Peterborough Family Health Team** offers same-day and next-day appointments at 2 locations in Peterborough for healthcare with Physicians, Nurse Practitioners, and Nurses, for individuals who do not have a primary care provider. As of 2026, they are collaborating with CMHA to provide mental health clinician support through the Connect Clinic.
- **City of Peterborough Social Services** has specialized Case Managers located at Community Hubs in 5 Peterborough County Townships. Feedback has shown that people appreciate the local service and report that they would otherwise face challenges due to limited transportation options. Full coverage of the County is the objective. **Community Care Peterborough** provides space for the Community Hubs in Havelock and Apsley.
- From 2023 to 2025, **child care fees** in Peterborough have decreased over 50%, from \$40 to \$53 per day to \$22 per day. During that time, 370 child care spaces were added.
- **Curve Lake First Nation Health and Family Services** provide service navigation for those residing on and off territory.
- The **Peterborough Family Health Team** provides inclusive and user-friendly services by offering in person and virtual options, interpretation services, home visits, and service at sites in Peterborough City and County. They also help arrange rides to appointments when needed.
- **Kinark Child and Family Services** is funded by the Ministry of Health and works with child, youth and family organizations in Peterborough city and county to provide children's mental health treatment core services. Kinark provides food, clothing and gift cards for groceries to remove barriers to participating in treatment.
- **Peterborough Youth Services** (PYS) in partnership with Kinark, have developed coordinated access to ensure that regardless of where a client visits, each agency will direct the youth/family to the right service they need. PYS has a partnership with CCRC to support coordinated and inclusive service for youth when they need access to support, in addition to the services the family is receiving.

- **Lakefield Youth Unlimited** supports families by providing gift cards, counselling, mentoring, and seasonal get togethers.
- The **New Canadians Centre (NCC)** Client Services Team conducts needs assessments with newcomers to Canada and provides information and orientation to the supports that are available. They lead the Peterborough Immigration Partnership, an initiative funded by Immigration, Refugees and Citizenship Canada, to build capacity in partner organizations to meet the needs of newcomers to Canada. NCC does this through working groups like Mental Health, and International Student Support; and by providing a range of training opportunities to improve the local capacity to empathize with the settlement experience, such as the *Living Library* program and *Community Training* program.
- **Peterborough AIDS Resource Network (PARN)** is a front facing service organization that provides outreach support intended to meet people where they are at.
- Through maintaining strong relationships with community partners, **Peterborough Housing Corporation (PHC)** streamlines referrals, reduces barriers and ensures their residents are connected to the supports they need in a timely and effective way. The **City of Peterborough Social Services** employs three Case Managers whose caseloads consist primarily of PHC tenants. These Case Managers provide regular outreach across five housing locations and work collaboratively with PHC staff to help households maintain stable, successful tenancies. They also offer additional supports and resources to assist tenants in strengthening their well-being and moving forward toward greater stability and independence.
- **YES Shelter for Youth and Families** coordinates programs and case plans that are client focused and actionable. Client outcomes are tracked by each individual worker and reported to each funder. YES has expanded its *Youth Voice* program, that incorporates input from clients/service users to enhance and personalize the services offered to them.
- **Peterborough Regional Health Centre** provides support at the *Homeless and Addictions Recovery Treatment Hubs (HART)* Hubs and to those using the Fourcast treatment beds.
- **CCRC's Professional Counselling Program** offers counselling on a sliding fee-scale, with no fees for those receiving Ontario Works, Ontario Disability Support Program or on a limited income. Clients can be served in-person, on the phone, or virtually through *OnCall Health* a secure web-based platform.

2.2 Advocate for adequate income supports and equitable wages.

- The **Peterborough Food Action Network (PFAN)** goal is to raise awareness about income roots of food insecurity and has advocated for income supports to help address household food insecurity. For example:
 - In November 2025, PFAN made a submission to Ontario Poverty Reduction Strategy Consultation.
 - In February 2025, PFAN wrote an open letter to Provincial candidates that was recognized by local media.

- In December 2023, PFAN and the Council for Persons with Disabilities wrote a joint letter in response to Consultation on Canada Disability Benefit Regulations.
- **Lakelands Public Health** provides education on the importance of adequate incomes from a health equity perspective. One example includes the sharing of food affordability data with the federal government to encourage development of a federal food insecurity strategy that is income based. This letter encouraged the government to design income policy with the intent of addressing household food insecurity.
- In collaboration with social service partners, **Kinark Child and Family Services** advocates for cost-of-living increases to social assistance and disability programs.
- **Peterborough AIDS Resource Network** (PARN) advocates for income supports for people living with HIV.
- **Curve Lake First Nation Health and Family Services** advocate for adequate income supports and equitable wages.
- The **Peterborough Family Health Team** CEO has prioritized working with the Ontario government/Ontario Health to advocate for equitable wages for primary care staff.

2.3 Develop inclusive pathways to education and employment.

- **Kawartha Haliburton Children's Aid Society** has Education Liaison staff who focus on access to and success in education for children, youth and parents.
- As a result of participating in the **Community Training and Development Centre** employment skills training, 334 adults are now working.
- The **Havelock Food Bank** shares education and employment resources provided by community groups.
- The **New Canadians Centre** (NCC) received funding from Employment and Social Development Canada to run the *Breaking into the Sector* (BITS) training program over three years. Training is through two employment streams: construction; and tourism and hospitality. The focus is to prepare participants for entry-level jobs by receiving training related to careers in that sector. Participants are paid minimum wage for their training hours and have access to wrap-around supports, including transportation and childcare.
- The **Peterborough Housing Corporation** *Homeward Bound* program provides four-year wrap-around services and support for single-mother-led-families to provide them with affordable housing and subsidized daycare while they work toward a two-year college diploma. This program is designed to build the foundation for participants to have a successful and sustainable career path.
- **YES Shelter for Youth and Families** offers an alternative classroom in partnership with Kawartha Pine Ridge District School Board. This helps facilitate a safe space for youth experiencing homelessness to continue their education.
- **Canadian Mental Health Association Haliburton Kawartha Pine Ridge** (CMHA) provides support through the *At Work/Aux Travail* program, funded through Employment Canada. The program offers support to people whose mental health interrupts their ability to find and keep work. The team offers one-on-one and group support to people seeking work so they can identify and manage their mental health and build employment

skills. They provide financial support for training, return to work clothing, and transportation so barriers to work are lessened.

2.4 Cultivate community food security.

- **Community Care Peterborough (CCP)** provides a range of services for seniors and adults living with disabilities, such as offering affordable meals for pick-up or delivery.
 - Meals on Wheels is a hot, nutritious meal option that is provided 5 days per week in Peterborough and Havelock-Norwood, and 2 days per week in Lakefield. Since April 2021, 53,233 hot meals have been delivered with a yearly average of 13,308.
 - Frozen meal delivery is available across Peterborough city and county. Since April 2021, 141,818 frozen meals have been provided with a yearly average of 35,452.
 - CCP volunteers deliver food boxes to clients who are unable to access food banks themselves.
 - Grocery shopping and delivery services have been available since March 2020 with an annual average of 4,598 deliveries.
- The **Community Training and Development Centre** implemented a food project that trained adults in culinary skills and provided daily meals for hundreds of people in need.
- **Curve Lake First Nation Health and Family Services** cultivates community food security at the on-reserve food bank.
- The **Peterborough Family Health Team (PFHT)** staff work with patients to provide supports and recommendations when they are experiencing food insecurity. Some of the PFHT sites offer a community food cupboard.
- The following are examples of how the **Peterborough Food Action Network (PFAN)** continues to cultivate community food security:
 - PFAN raises awareness about the importance of income to address household food insecurity through outreach at local farmer's markets; world food day education events; participation in the Hope Festival (led by Basic Income Peterborough); media stories; sharing of local food insecurity data; and informing and participating in communication of local food affordability data.
 - The *Food in Peterborough* website created and maintained by PFAN, has supported awareness and education to cultivate community food security.
 - PFAN's food box subgroup has explored ways to promote dignified access to healthy food for community members in collaboration with local producers.
 - PFAN has supported community food security through bringing people together to share knowledge, resources, and learn from each others' experiences. PFAN is a supportive network that equips volunteers, local agency staff, and interested community members with research, best practices, and tools to cultivate food security.
 - PFAN has built relationships at municipal, provincial and federal levels, with educational institutions, and community groups to cultivate community food security.

- The **Havelock Food Bank** is located at the rear of the RE/MAX building and is open one day each month.
- **Peterborough AIDS Resource Network** (PARN) partners with Kawartha Food Share so their Case Workers can provide food to individuals living with HIV.
- In partnership with the City of Peterborough, the **Peterborough Housing Corporation** used their commercial kitchen at 555 Bonaccord Street to prepare and deliver one hot meal a day to 50 residents at The Crossing (210 Wolfe Street, modular bridge housing community). In 2026, One City will provide this service.
- In their 2024 report, *Addressing Food Insecurity in Peterborough*, **Lakelands Public Health** disclosed local food affordability and Household Food Insecurity rates.
- **YES Shelter for Youth and Families** offers a community food cupboard, and the *At the Door Snack* program that offers snacks and seasonal necessities to community members.
- During the summer months, **The Mount Community Centre** has a market garden, and they are dedicated to support food security. They collaborate with a variety of partners to help achieve their main goal of housing and feeding the community.

2.5 Change the conversation about poverty.

- Through programs and partnerships, the **New Canadians Centre** (NCC) shifts the narrative towards newcomers to Canada being valued for their skills and talent. The NCC received funding from the Community Foundation of Greater Peterborough to deliver several rounds of *Life Skills* training. NCC focuses on equity-deserving populations like women, single mothers, those who have low English and digital literacy, and observe how their participants life circumstances evolve.
- **Peterborough Housing Corporation** highlights root causes and promotes a compassionate and informed understanding of the barriers faced by low-income families/households. Through tenant support, collaboration with community partners and advocacy, they work to see fair, accessible services for the residents they serve.
- In July 2024, the United Way Peterborough and District with support from **Peterborough Food Action Network** hosted the *Symposium on Healthy Incomes*. **Lakelands Public Health** staff were panelists and at that forum participated in conversations about poverty.
- **Peterborough Food Action Network** continues to speak about household food insecurity as an income issue, and the importance of adequate incomes to meet basic needs for health and dignity.
- **YES Shelter for Youth and Families** speaks to organizations, schools, and at community events on the impacts of homelessness, and the significance of intersectionality of homelessness and poverty with mental health and addictions.



Priority Area 3: Healthcare & Mental Health

Outcome: Every resident has access to healthcare and mental health supports.

3.1 Collaborate to integrate healthcare into the community.

3.2 Enhance timely access to healthcare.

3.3 Enhance timely access to mental health supports.

3.1 Collaborate to integrate healthcare into the community.

- **Peterborough Regional Health Centre** collaborates with community partners such as Fourcast, CMHA, EFry, City of Peterborough, Peterborough Police Services, and shelter services to provide healthcare in the community.
- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** partners with Fourcast and Peterborough Community Paramedics to place a Registered Nurse at the Peterborough Consumption and Treatment Services site.
- The **Peterborough Family Health Team** offers healthcare in the community on a daily basis, and they collaborate with organizations in Peterborough city and county to arrange services and care for their patients.
- **Four Counties Addiction Services Team** (Fourcast) provides support services at PRHC and Rapid Access Addiction Medicine to improve transitions and early engagement with clients in healthcare settings. Fourcast also has contracted services with Peterborough County/City Paramedics and the 360 NPLC at the Consumption and Treatment Services site to bring healthcare response in the community.
- The **New Canadians Centre** (NCC) is working with Dr. Madura Sundareswaran to support the Peterborough Newcomer Health Clinic. Established in 2023, the clinic's mandate is to help immigrants and refugees transition to the Canadian health care system. Dr. Madura receives referrals from the NCC and accepts a small roster of clients who are followed for six to nine months, depending on their vaccination status. The clinic provides orientation to the Canadian health care system, immunization catch-up, prescription refills, and referrals to specialists when required. On discharge, Dr. Madura provides a list of services that are available in the community for them to continue to get the help they need. With some funding provided by the Greater Peterborough Health Services Foundation, the Clinic also relies on in-kind donations. Besides the clinic space, the Peterborough Family Health Team provides medical supplies, while the NCC provides administrative support and co-ordinated the services of interpreters. Dr. Madura provides nursing support and medical supplies. There are ongoing discussions to ensure the future sustainability of this initiative, now that the Community Health Centre is open.
- **One City Peterborough** partnered with the Community Health Centre and Peterborough Street Medicine to provide a low-barrier health services clinic in the newly renovated part of their building.
- **Peterborough County/City Paramedic Services** receives funding from Peterborough Ontario Health Team, PRHC, and the Ministry of Health to deliver community-based

healthcare and harm reduction support. They partner with organizations such as Fourcast, One City, and the Community Health Centre to help support their clients.

- **Peterborough AIDS Resource Network (PARN)** and **Peterborough Youth Services** assisted with advocacy for the new Community Health Centre so there would be a referral pathway for vulnerable clients.
- **Peterborough Housing Corporation** partnered with VON and PRHC to offer 50 supportive housing units for seniors at 555 Bonaccord. It opened in 2023. These units provide residents with support services from on-site staff and three fresh meals daily in the on-site dining room. This enables them to age in place, avoid long hospital stays, and delays moving to long-term-care.
- The **Peterborough Street Medicine** Team collaborates with the PRHC emergency department and substance use inpatient services, PARN, EFry, One City, Community Health Centre, Rapid Access Addiction Medicine, and Community Paramedics to provide support and care.
- **Community Care Peterborough** partners with organizations such as the Community Health Centre and Geriatric Assessment Intervention Network (GAIN) to provide services at their offices.

3.2 Enhance timely access to healthcare.

- **Peterborough Regional Health Centre (PRHC)** supports individuals access to healthcare by providing medical treatment throughout the hospital.
- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** updated their processes so Nurse Practitioners and Social Workers could provide same-day health care.
- In 2023, **The Peterborough 360 Degree Nurse Practitioner-Led Clinic** reported 2,471 registered primary care patients, including *Safe Supply* participants, and an additional 271 other service users supported via outreach and at the Peterborough Consumption and Treatment Service site.
- The **Peterborough Community Health Centre** opened in 2025 to provide inclusive, community-focused healthcare that honours and celebrates diversity. It is rooted in mutual respect, understanding, and collaboration, with a special emphasis on serving Indigenous communities in and around Peterborough. The centre offers a wide range of services including traditional healing, primary healthcare, cultural connection, community programs, and community development initiatives.
- The **Peterborough Family Health Team** offers same day and next day primary healthcare appointments to patients who are unattached (without a family physician).
- The **Peterborough County/City Paramedic Services; Community Paramedic Outreach Programs** are funded in part by the Ministry of Health and Long-Term Care. One goal of the program is to provide medical support at home so frail and vulnerable seniors can age in place with fewer visits to the doctor and hospital and delay a move to a long-term care home. The Community Paramedics are part of a patients' health care team and are supported by Peterborough Ontario Health Team and PRHC.
- **Peterborough AIDS Resource Network (PARN)** has a clinic and mobile outreach truck to meet people where they are and provide timely access to health supports.

- **Peterborough Housing Corporation** staff support residents in need by connecting them to local health and social service providers. They also partner with health service providers such as Community Paramedics, VON, and Community Care to bring some health services into their communities.
- The **Peterborough Street Medicine** team provides healthcare outreach and weekly medical clinics at Brock Mission and Trinity Centre.
- **YES Shelter for Youth and Families** offers medical services on site to YES clients so they can have timely access to healthcare.

3.3 Enhance timely access to mental health supports.

- **Peterborough Regional Health Centre** supports individuals who need access to mental health supports by providing medical treatment throughout the hospital, such as the Emergency Department, Crisis Response Unit, Early Psychosis Intervention, Mental Health Inpatient Unit, and Adult Outpatient Program for Mental Health and Addictions.
- The **Talk Now Mental Health and Addictions Virtual Clinic** is a Peterborough Ontario Health Team initiative. It is a clinic developed and operated in partnership with 7 community partner agencies: PRHC, Peterborough Youth Services, Fourcast, Kinark, Canopy, FHT and CMHA. The clinic offers barrier-free, timely access to mental health and addictions support.
- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** offers drop-in services for mental health supports.
- **Curve Lake First Nation Health and Family Services** started collaborating with the Peterborough Assertive Community Treatment Team as they are a multi-disciplinary team that provides a client-centred, recovery-oriented mental health service.
- The **Peterborough Family Health Team** has a large team of Mental Health Clinicians who provide mental health supports to patients.
- **Kinark Child and Family Services** is funded by the Ministry of Health to provide walk in, core counselling and mental health therapy, and provide intensive treatment. Kinark works with all child and youth mental health providers across the 4 counties.
- **Lakefield Youth Unlimited** partners with CMHA who provides counselling services in their space. Counsellors provide 4 free sessions for local youth and families.
- **Peterborough County/City Paramedics** are often first to respond to those who require immediate mental health support.
- **Peterborough Housing Corporation** staff support residents in need by connecting them to local mental health providers such as CMHA, Fourcast, and EFry.
- **Peterborough Police Service** (PPS) created the Mobile Crisis Intervention Unit to respond to calls for service involving individuals experiencing an acute mental health crisis and connect those in need with community agencies. Each Mobile Crisis Intervention Team (MCIT) has a police officer and a mental health worker. In 2024, MCIT apprehended 287 individuals which was a 23.5% decrease from 2023. In 2025, PPS increased the number of teams from two to three.
- **Peterborough Youth Services** redesigned their triage/intake process, so they decreased wait times for mental health support considerably.

- The **Peterborough Street Medicine** and **Rapid Access Addiction Medicine** teams support those who have a serious mental health illness and can not access PRHC services.
- The **City of Peterborough Social Services** has service agreements with CMHA and CCRC to provide specialized treatment and counselling for individuals receiving Ontario Works. These services offer timely access to supports that participants may not otherwise be able to obtain due to financial barriers or long wait lists.
- **CCRC's Professional Counselling Program** provides 6-12 sessions of individual counselling. While clients are waiting for this service, they can access up to 3 single sessions as well as group sessions and workshops. Currently, CCRC is part of a provincial pilot where eligible men can access free single sessions booked either through 211 or directly through our internal intake.
- **Canadian Mental Health Association Haliburton Kawartha Pine Ridge** (CMHA) designed and launched a walk-in mental health clinic at the George Street location. Individuals seeking support can see a mental health worker (typically same day), are assessed for presenting issue and level of need and then connected to the appropriate supports, whether internally at CMHA or to other health and social resources in the community.



Priority Area 4: Substance Use & Addictions

Outcome: Reduce harms related to substance use.

- 4.1 Strengthen harm reduction initiatives.
- 4.2 Ensure access to the right services.
- 4.3 Change the conversation about substance use.

4.1 Strengthen harm reduction initiatives.

- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** received federal funding for their *Safer Supply* program. When this funding ended in March 2025, they continued to offer harm reduction measures by collaborating with pharmacy-based Prescribed Alternatives Physicians to ensure people continue to have access to care.
- **One City Peterborough** staff and volunteers attend in-house harm reduction training, and they provide cost-effective first aid courses for the community looking to increase their response skills.
- **Peterborough County/City Paramedics** receive Provincial funding to have a paramedic at the Consumption and Treatment Services site to be available to respond to toxic substance poisoning.
- **Lakelands Public Health (LPH)** works to reduce harms related to substance use by strengthening access to harm reduction initiatives and continuously updating their programming to better support the community. One of these initiatives includes the *Emergency Warning Surveillance System (EWSS)* and the use of *Alertable* to issue drug alerts. By monitoring EWSS data daily, they can quickly identify increases in opioid-related harms and rapidly notify partner agencies, service providers, and the public with timely harm-reduction information. Through *Alertable's* free, opt-in system, available via app, text, email, automated calls, they ensure alerts are accessible and provide link users to safer-use tips, naloxone locations, and local supports. With strong privacy protections and consistent, responsive communication, this system has strengthened the community's ability to take immediate and informed harm-reduction action.
- **Lakelands Public Health (LPH)** strengthened harm-reduction initiatives through their leadership in the *Ontario Naloxone Program (ONP)*, offering ongoing drug poisoning response and naloxone training for service providers and community members. These efforts collectively strengthen harm reduction by increasing community preparedness, improving rapid overdose response capacity, and widening access to this critical, life-saving intervention.
- **Lakelands Public Health (LPH)** continues to collaborate with PARN to deliver the *Needle Syringe Program (NSP)*; an essential service that provides safer-use supplies and health supports to people who use drugs. PARN oversees harm-reduction programming directed by *Ontario Harm Reduction Distribution Program*, including promoting harm reduction education and community awareness, while also managing needle exchange inventory, ordering supplies, and distributing materials across multiple sites to ensure wide, low-barrier access. By ensuring consistent access to sterile

equipment, safer-use information, and health supports, the NSP plays a critical role in reducing the transmission of blood-borne infections, minimizing injection-related harms, and strengthening harm-reduction infrastructure across our community. LPH also works with the local *Found Needle Committee* to determine appropriate placements for needle disposal kiosks throughout the city, and coordinates installation with PARN and City of Peterborough staff.

- The **Lakelands Public Health** (LPH) in partnership with ReachNexus and the MAP Centre for Urban Health Solutions developed the *Healthbox*, that provides low-barrier access to harm-reduction supplies through a smart vending machine. Located in Peterborough and managed collaboratively by LPH, PARN, and One City, the *Healthbox* stocks a wide range of harm reduction, health, and wellness supplies. The machine also delivers safer-use instructions, displays tailored messages, and offers optional client surveys and a directory of local services. The vending machines improve access to HIV self-testing and harm-reduction supports. This partnership has expanded accessible, stigma-free harm-reduction resources for the community while helping LPH better understand service needs and patterns of use.
- **Lakelands Public Health** (LPH) provides wound care supplies to various outreach agencies, for the purpose of making wound care kits for their clients. These kits are meant to be used to treat injection drug-related wounds. Kit contents include various sizes of bandages, gauze, medical tape, gloves, and petroleum jelly and other information. LPH has worked with the *National Native Alcohol and Drug Program* and health care workers at both Curve Lake First Nation and Hiawatha First Nation to support their needs regarding substance use and harm reduction.
- **Peterborough County/City Paramedics** are equipped with Naloxone kits that are provided to clients that are substance users. Staff attend ongoing education and training to better understand how to support those who are unhoused and clients who experience addiction and mental health challenges.
- The **Peterborough Police Service** (PPS) *Safer Public Spaces* initiative ensures Police directly engage with people using illicit substances to encourage them to use services available.

4.2 Ensure access to the right services.

- **Peterborough Regional Health Centre** supports individuals by providing medical treatment throughout the hospital, such as the Emergency Department, Crisis Response Unit, Adult Outpatient Program (Mental Health and Addictions), and Rapid Access Addiction Medicine.
- The **Peterborough Street Medicine** and **Rapid Access Addiction Medicine** teams provide medical, psychiatric and substance use support to those who cannot access PRHC services.
- **Curve Lake First Nation Health and Family Services** advocate for substance use and addiction support for residents in need.
- **Peterborough Family Health Team** Nurse Navigators and Social Workers help patients access the substance use and addiction services they need.

- The **Four Counties Addiction Services Team** (Fourcast) operates out of One City where they offer an *Opiate Case Management* program and provide outreach services at Trinity Centre. Staff do weekly assertive outreach to a population that would not access traditional office-based services and link clients to support, such as to the Rapid Access Addiction Medicine Clinic and Consumption and Treatment Services (CTS). The CTS site has medical services and focuses on harm reduction, including the distribution of harm reduction equipment and naloxone. It operates with support from Peterborough City/County Paramedics and 360 NPLC and is funded by the Ministry of Health.
- **One City Peterborough** hosts a space at Trinity Centre as a community hub. Agencies like Fourcast, Cocaine Anonymous, Community Paramedics, EFry, and PARN offer services and referrals to folks who may otherwise not be connected.
- The **Peterborough Drug Strategy** (PDS) is a partnership that brings together local organizations, service providers, and people with lived and living experience to coordinate a comprehensive response to substance use through four pillars: prevention, harm reduction, treatment, and community safety. By working collaboratively, the PDS helps ensure that services are aligned, accessible, and responsive to the needs of people who use drugs. This coordinated approach reduces duplication, identifies service gaps, and strengthens pathways between programs such as harm reduction supply distribution, drug poisoning prevention initiatives, mental health and substance use treatment, housing supports, and outreach services. Through shared planning, community engagement, and integrated service delivery, the PDS ensures that individuals are connected to the right supports at the right time, improving health outcomes and strengthening the overall harm-reduction system in the community.
- The **Peterborough Police Service** (PPS) Mobile Crisis Intervention Unit responds to calls for service involving individuals experiencing the effects of substance use and refers them to agencies who provide the needed services.
- **Peterborough Youth Services** (PYS) now uses the *HEADS-ED and risk assessment tools* to better identify needs, strengths and areas of risk and therefore have been able to better direct clients to the right services. PYS have noticed their waiting lists have decreased and people are getting more timely support.
- The **YES Shelter for Youth and Families** introduced *Amnesty Lockers* to prevent discharges related to having substances/drug paraphernalia in a shelter. YES became a Naloxone distribution site and has a dedicated site worker that oversees Naloxone training, stock and data. YES Case Managers offer one-on-one support to clients wanting to access addictions services, including transportation to treatment/detox.

4.3 Change the conversation about substance use.

- Organizations, such as **Rapid Access Addiction Medicine**, Peterborough Community Health Centre, Peterborough Street Medicine, and PRHC Inpatient Addictions aim to address the social determinants of health by changing the culture, reducing stigma, providing education to service providers, and wholistic healthcare for people who use substances.

- The **Peterborough 360 Degree Nurse Practitioner-Led Clinic** staff participated in *Question of Care* to promote the *Safer Supply* program as a harm reduction approach to those who experience severe opioid use disorder. They also participated in local media to support the rationale for a harm reduction approach for substance use.
- **One City Peterborough** redirects the conversation about substance use away from personal fault, or character flaw, and towards a symptom of a system that does not provide appropriate care for those who are living in poverty or are marginalized.
- **Peterborough AIDS Resource Network (PARN)** staff sit on 2 drug strategy tables as a pillar partner, and they frequently communicate with police and paramedics to discuss justice diversion options. They educate clinical partners and service providers on greater competencies.
- The **Peterborough Youth Substance Use Prevention Program** is changing the conversation about substance use by focusing on upstream prevention. Local implementation of the Icelandic Prevention Model will focus on collecting and using local evidence to collaboratively design and implement local solutions. The goal is to create a more nurturing environment for youth to increase protective factors and reduce risk factors related to substance use. Interventions will be evidence-informed, and the community will continue to be involved at every stage. Interventions will address four domains: peers, family, school, and leisure time.
- **Lakelands Public Health (LPH)** works actively to change the conversation about substance use by promoting compassion, reducing stigma, and increasing public understanding through their presence at key community events. They regularly participate in *Anti-Stigma Day*, *International Overdose Awareness Day*, (including multiple events in collaboration with local Indigenous partners), and the *Curve Lake Health Fair*, where they offer naloxone kits and training, and share harm-reduction information. These events create opportunities for meaningful dialogue, education, and engagement with community members, service providers, and people with lived and living experience. By showing up in these spaces, centering harm-reduction values, and promoting evidence-informed messaging, LPH helps normalize conversations about substance use, encourage supportive community attitudes, and empower people to respond safely and compassionately to substance-related harms.
- The **Peterborough Police Service** shifted to a position where illicit substance use is not tolerated in public spaces. This is a significant philosophical change from what existed in 2022 and 2023.
- **Rapid Access Addiction Medicine** increased their capacity to treat Hepatitis C in their clinic, they train resident doctors, and they support robust inpatient addictions consult services. All contributed to changing the culture, stigma and experience for people who provide care and people who use substances.



Priority Area 5: Active Transportation & Connectivity

Outcome: People are connected to programs and services that meet their needs.

5.1 Enhance community hubs and mobile outreach.

5.2 Enhance access to internet and technology.

5.3 Enhance transportation options.

5.1 Enhance community hubs and mobile outreach.

- The **City of Peterborough Social Services** established nine hub offices across the county so any agency or service provider can deliver services and provide outreach activities to rural and remote residents. Three of the hubs (Havelock, Norwood, and Apsley) offer drop-in times so residents can speak with Social Services staff to discuss any human service matter. The main outcome is that rural residents who are in need, but not connected to any services, are now being connected and accessing resources.
- A new donor-funded **Community Health Outreach Vehicle** coordinated between Trent University, Community Care, Township of Selwyn, and the Community Health Centre, delivers primary care services to rural and Indigenous communities in Peterborough County, while also providing experiential learning opportunities for second-year Trent/Fleming School of Nursing students. During the first-year pilot in 2025, the vehicle operated two days per week serving the communities of Havelock, Ennismore, and Hiawatha First Nation. Staffed by a Nurse Practitioner and eight students per academic term, the vehicle provided drop-in services for acute and chronic conditions and offered well-child visits, harm reduction supplies, safer sex supplies, and education.
- An important role of the **New Canadians Centre** is to help newcomers to Canada build friendships and networks of support. This has a big impact on their mental health, sense of belonging and community. Through English conversation groups, women's group, seasonal trips, events including the *Multicultural Festival*, they keep diversity and inclusion in the forefront of life in Peterborough and aim to make a difference in the lives of newcomers to Canada. Their community partnerships are crucial in making sure this extends to various aspects of life in Canada, whether in the workplace, schools, post-secondary education, healthcare system and social service network.
- **One City Peterborough** and their **Trinity Community Centre** is a hub that connects over 100 individuals living rough in the Peterborough. The programs and services available support basic needs and provides access to healthcare professionals and resources. The One City and PARN outreach team provides that support in the community.
- The **City of Peterborough** Social Services Youth Team attends Dnaagdawenmag Binnoojiiyag Child and Family Services monthly to share resources and information with staff. This collaboration supports coordinated service delivery for shared clients. The Youth Team also provides regular outreach at the *School for Young Moms*, where Case Managers offer information about Ontario Works, along with ongoing individualized supports and case management.

- **Peterborough Housing Corporation** staff conduct outreach to their residents by offering food banks at two of their larger communities and they run programming in their building common spaces. Organizations like Community Paramedics and Community Care run clinics, workshops and programs. With the availability of information and resources in the residence, it becomes a hub.
- **Age-friendly Peterborough** received funding from the Ministry for Seniors and Accessibility to implement the *NORC Ambassador* program. A Naturally Occurring Retirement Community (NORC) is an apartment or condo not designated as a seniors' building yet most of the residents are over the age 65. The NORC Ambassadors are residents who organize workshops, activities and events in the common room. Home Care Workers Co-operative was the lead organization who helped recruit, train and support Ambassadors in 9 locations in Peterborough City and County.
- **Age-friendly Peterborough** received funding from the United Way to implement the *Senior Connector* program and develop the *Information Guide and Directory for 50+ residents of the Greater Peterborough Area*. Community Care was the lead organization who recruited, trained and scheduled volunteers to provide information at kiosks in the community and oversaw the project.
- **City of Peterborough Social Services** offers income tax clinics in its office three to four times per year, in partnership with the Happy Wanderers, who complete the tax filings. In 2025, across four clinics, 118 individuals participated, resulting in 308 tax years being filed. As a result, more than \$800,000 is being returned to community members living below the poverty line through income tax refunds and benefit payments generated by filing outstanding taxes. This service provides Ontario Works clients with access to essential tax filing support that they may not otherwise obtain due to financial barriers or the need for additional assistance.
- **Canadian Mental Health Association Haliburton Kawartha Pine Ridge (CMHA)** through the *Road Ahead Mobile Clinics* provide mental health and substance use supports in Peterborough County. CMHA also redesigned their crisis program and launched the Brief Mental Health Team that provides brief mental health support to individuals aged 16 and over who are experiencing crisis due to mental health concerns or serious mental illness. The program provides support across the Peterborough city and county area.
- In addition to affordable apartments, **The Mount Community Centre** is home to several non-residential tenants, a state-of-the-art food centre and assembly rooms for community use. Most recently, the former Bible College on Argyle has been purchased and will be developed into housing as well as a hub for health and social services.

5.2 Enhance access to internet and technology.

- **Kinark Child and Family Services** provides families with tablets and internet packages as access to the internet and technology may be a barrier to participating in treatment.
- **Lakefield Youth Unlimited** has free Wi-Fi outside their building so it can be accessible to the community.

- In partnership with **Peterborough Housing Corp** (PHC), the YWCA Nourish program received funding to have internet service set up in the common spaces of three large seniors' communities. This provided vital access to a service that many of their residents could not afford. Additionally, PHC partnered with the Rogers *Connected for Success* program which offers low-cost services to residents in rent-geared-to-income housing.
- The *Digital Equity Program* at **Peterborough Social Services** enhances digital inclusion by supporting individuals in building foundational technology skills for everyday use. In partnership with the Trent Valley Literacy Association and the Peterborough Native Learning Program, they have developed and implemented introductory training in smartphone and computer use. Participants are equipped with a device and a startup package designed to advance their personal, educational, and employment objectives. In addition, the Digital Equity Program operates ID Clinics to assist individuals in securing or replacing government-issued identification. Working collaboratively with Service Ontario and Service Canada, Social Services also facilitates access to information and application processes for a range of government programs.

5.3 Enhance transportation options.

- **Community Care Peterborough** (CCP) operates 2 accessible vans in the county. Since April 1, 2021, 6443 drives have been provided. One additional accessible van operates within the city and since April 1, 2021, has provided 8,100 drives, averaging 2,025 yearly. CCP also coordinates transportation provided by volunteer drivers across the city and county. Since April 1, 2021, they have helped 105,395 people attend appointments with physicians, specialists, dialysis treatment, and others. For those who qualify for the *Access to Primary Care* program, a PSW provides the transportation and supports the senior or adult living with disabilities at the appointment.
- The **Township of Selwyn** offers *The Link* rural transportation system that provides affordable, accessible public transportation connecting Selwyn, Curve Lake First Nation to Peterborough Transit and Go Services.



Indicators

Indicators describe the local context, related to the CSWB Plan priority areas, and were identified as part of the implementation strategy. These indicators provide insight into how the community is changing over time and were identified in the CSWB Plan.

Some of the indicators are well-known measures that are regularly reported by organizations across Peterborough. When data is collected annually, the comparison and change is reported. Most are from local data, but some provide a provincial outlook. The source is provided in brackets and/or italic font.

A **CSWB Plan public survey** was open between January 19 and February 13, 2026, and 307 surveys were received from City of Peterborough residents. The same survey was conducted between March 7 and April 1, 2022, and 432 residents responded. The results are a benchmark to indicate how community perception and experiences have changed over time. Some answers to the survey questions are described in the indicators section.

Selected results of the survey are shaded in the following section. Due to the low number of responses, not all results are included.

Sense of belonging to the community

Having a strong sense of belonging is a key part of well-being. It makes people happier, healthier, more resilient, and more likely to take on responsibility, participate in problem solving, and build social networks. In addition, high levels of trust and comfort are indicators of a cohesive community and goodwill.

When asked, what gives you a strong sense of belonging, **CSWB Plan survey** respondents overwhelmingly spoke about the importance of good relationships with their neighbours. They mention how compassionate organizations like Community Care have developed the city's strong volunteer ethic and how participating in local events, sports and activities such as enjoying Peterborough's arts, culture, and history are opportunities to meet people.

As shown in Table 1, the survey results show most residents (62%) feel they have a 'strong' or 'some' sense of belonging to the local community. This is slightly lower (6% decrease) than in 2022.

Table 1: Overall, how would you describe your feeling of belonging to your local community?

	2026	2022
Strong sense of belonging	23%	28%
Some sense of belonging	39%	40%
Don't feel strongly either way	22%	21%
Some sense of not belonging	8%	7%
Strong sense of not belonging	8%	3%

- According to the 2021 **Canadian Social Survey** by Statistics Canada, 3 in 10 Canadians 'sometimes' feel lonely and 1 in 10 'often' feel lonely. In the same survey, young people report feeling lonely more frequently than older adults, with young women and people not in a couple reporting the highest levels of loneliness. 1 in 4 young people ages 15-24 'often' or 'always' feel lonely. (*Hey Neighbour! Collective - Building Social Connections*)
- In 2024, a Statistics Canada survey, reported that 62% of Ontario respondents, older than 18 years, reported their **sense of belonging** to their local community was 'somewhat' or 'very' strong. This decreased 9% from 2021. Those who were older than age 65 reported having on average a 5% stronger sense of belonging. (*Stats Canada – Sustainable Development Goals*)
- According to the Statistic Canada 2021 census, 24.5% of Peterborough city population is **over age 65**. This is second in Canada and the highest in Ontario. (*Statistic Canada 2021*)

Safety and Crime

A safe community is one where harms to its residents are prevented or reduced through risk mitigation. The way residents feel about personal safety in the community is important to consider in addition to crime statistics.

When asked, what would make them feel safer in their community, **CSWB Plan survey** respondents' express concerns about going downtown. They feel more resources for social services and organizations supporting homelessness, drug addiction and mental health would augment the role of police. Many mention they feel unsafe on trails, parks and roads. They suggest better lighting on trails and more traffic calming and pedestrian safety measures would contribute to safer neighbourhoods.

When asked about their feelings of personal safety, 43% of respondents in 2026 indicate they feel 'safe' or 'very safe' and 46% feel 'unsafe' or 'very unsafe'. As compared to the 2022 survey, there is a slightly less feeling of personal safety as feeling 'safe' or 'very safe' decreased by 6% and feeling 'unsafe' or 'very unsafe' increased by 4% as shown in Table 2.

Table 2: How do you feel about your personal safety in your community?

	2026	2022
I feel very safe	7%	10%
I feel safe	36%	39%
I feel neither safe or unsafe	16%	15%
I feel unsafe	30%	29%
I feel very unsafe	10%	7%

- As reported in the *2025 By the Numbers: City of Peterborough Annual Highlights*:
 - The City of Peterborough **improved pedestrian infrastructure** by adding 3 new pedestrian crossovers, 264 metres of new enhanced pavement markings and 850 metres of sidewalks, and 800 metres of multi-use trails. They also **improved road infrastructure** by adding 130 traffic signals, 18 pedestrian signals, and 21 radar speed boards.
 - Peterborough Transit **upgraded 63 transit stops**.
 - Peterborough Fire Services** had 8,098 calls for services in the city and facilitated 314 public education activities.
 - The City of Peterborough **Emergency & Risk Management** responded to 13 emergency incidents such as extreme weather or structure fires, they had 2 partial or full activations of the Emergency Operations Centre and facilitated 24 emergency management training exercises.
- According to the *Peterborough Police Service Annual Report*, in 2024, Peterborough Police responded to:
 - 34,105 **calls to service**; a similar number of calls over the last 2 years.
 - 610 **safer public spaces calls**, a significant increase from the 89 responses in 2023.

- 1,000 **well-being checks**, a 17% increase from 2023 and 65% increase from 2022.
- 295 **calls involving youth**, a 72% decrease from 2023.
- 1,061 calls for **intimate partner violence**, while there were 1,094 responses in 2023 and 1,067 in 2022. These calls were stable over the three-year period.
- 8,713 **criminal calls**, an 18% increase from 2023 and a 33% increase from 2022.
- **Community F.I.R.S.T.** responded to 2,733 calls for service resulting in 464 arrests and \$64k returned property in 2024, the first year of operation.
- 225 **criminal investigations specific to drugs**, an 80% increase from the 44 conducted in 2023.
- 8,713 **investigated crimes**, an 18% increase from 2023 and 33% increase from 2022.
- 46 **hate/bias/crimes/incidents** in 2024, a 46% decrease from 2023.
- 329 **break and enters** in 2024, a 16% increase from 2023.
- According to the *OPP Annual Report*, in 2024, OPP responded to:
 - 61 calls for **break and enter in Peterborough County**, a 24% increase from 2023.
 - 22 calls for **drug related offences in Peterborough County**, down slightly from 2023.
 - 86,950 **criminal code non-traffic charges in Ontario**, a 5% increase from 2023.
 - 84 confirmed **hate crime occurrences in Ontario**, a 107% increase from 2023.
- According to the *Statistics Canada Crime Severity Index*:
 - **Crime Severity Index** in Ontario stayed consistent at 61 from 2022 to 2024.
 - **Violent Crime Severity Index** in Ontario stayed consistent at 80 from 2022 to 2024
 - Percentage contribution to the **Crime Severity Index in Peterborough** stayed consistent at 95 from 2022 to 2024.

Health

Striving for health equity is an underlying theme of the community priority areas identified in the CSWB Plan. Better health outcomes are achieved when people have stable, safe, and affordable housing and can access supports and services in a timely way. Healthcare and mental health supports that are accessible, inclusive, and patient-centred can lead to increased quality of life and ability to retain employment, secure housing, and strengthen social connections.

When asked, what factors impact **CSWB Plan survey** respondents' ability to receive proper physical or mental health support in the community, 54% indicate 'lack of availability (long wait lists/no healthcare providers)' and 40% list 'cost/affordability' as a barrier. In comparison to the 2022 survey, 6% more people said they could not afford support.

Many respondents report needing to travel hours to see their healthcare provider and specialists or have virtual consults. A significant number of people express frustration about accessing timely care and report wait times of more than 30 days.

The CSWB Plan survey respondents were asked how often they can access adequate care in the community for physical health and well-being. As shown in Table 3, 55% say 'most of the time', but 18% say they can 'rarely' or 'never' access care. In comparison to the 2022 survey, 5% less people state they can access care 'most of the time' and 4% more respondents 'rarely' or 'never' access care.

Table 3: How often are you able to access adequate care in your community for your physical health and well-being?

	2026	2022
Most of the time	55%	60%
Some of the time	25%	24%
Rarely	12%	11%
Never	6%	3%

In 2026, 78% of respondents describe their overall physical health as 'excellent', 'very good' or 'good' and 21% indicate their condition as 'fair' or 'poor'. However, 62% of the respondents describe their overall mental health as 'excellent', 'very good' or 'good' and 37% indicate their condition as 'fair' or 'poor'. Both are similar to the 2022 respondents. (Table 4)

Table 4: How would you describe your overall physical health and mental health?

	Physical Health		Mental Health	
	2026	2022	2026	2022
Poor	14%	14%	9%	7%
Fair	36%	40%	25%	22%
Good	28%	27%	28%	32%
Very good	14%	14%	25%	25%
Excellent	7%	4%	12%	13%

- In Ontario from 2021 to 2024, the number of people 18 and older who reported their **overall health** as 'very good' or 'excellent', decreased from 59% in 2021 to 51% in 2024. Those age 65+ reported a similar decline, with 48% in 2021 and 39% in 2024. (*Stats Canada – Sustainable Development Goals*)
- According to a Statistics Canada survey, the number of Ontario respondents who self-disclosed they were '**heavy drinking**' increased 25% from 2021 to 2022 and 65 years and over increased by 38%. (*Stats Canada - Perceived Health*)
- The **Peterborough Regional Health Centre Emergency Room** had 75,687 visits in 2023, up 7% from 2022. (*PRHC Community Report 2024*)
- **10 new family physicians** were welcomed into local practice in Peterborough and therefore 4,500 additional individuals can access care, and 8,000 patients were prevented from becoming unattached. (*2025 By the Numbers*)
- Peterborough Family Health Team reports the number of PFHT **rostering physicians** (head count) on March 31 of each year (point-in-time snapshot) slightly decreased from 2023 to 2025 with 90 physicians in 2023, 86 in 2024, and 85 in 2025. There was a similar trend on the number of PFHT **rostered patients**. (*FHT Senior Data Analyst*)
- The **Community Paramedicine Program** helps those experiencing health issues stay healthy at home and avoid trips to the doctor, emergency room, or a move into a long-term care home. By remotely monitoring their health, detecting and addressing health concerns quickly, and passing health information onto physicians, this program creates an environment that is safe to age at home. In 2025, Peterborough Community Paramedics had 1,106 active patients of which:
 - 1,106 were from Peterborough City, Peterborough County, and Curve Lake
 - 120 enrolled in Remote Patient Monitoring
 - 104 are unattached
 - 12 identify as First Nations
 - 252 live alone
- In their *2023-2026 Strategic Plan*, the **Peterborough 360 Degree Nurse Practitioner-Led Clinic** clients reported:
 - 78% have incomes below the Low-Income-Cut-Off (LICO)
 - 16% are homeless and 22% report having insecure housing
 - 44% experience food insecurity
 - 78% report having at least one disability
 - 18% are challenged with a substance use disorder
 - 40% report a mental illness
- Peterborough Regional Health Centre had a 2% decrease in the number of **Mental Health Crisis Response Unit visits** in the Emergency Room from 2023 to 2024. (*PRHC*)
- PRHC had 30,372 **mental health outpatient visits** in 2023, down slightly from 2021. (*PRHC Community Report 2024*)
- In 2025, **Peterborough Paramedics** responded to 26,305 calls for service of which 1,507 visits were for mental health. (*Peterborough County/City Paramedic Services*)
- **Peterborough Police** responded to 944 mental health occurrences in 2024, an 18% decrease from 2023. (*2024 Peterborough Police Service Annual Report*)

- *Statistics Canada* reported from 2021 to 2022, 29% more Ontario residents rated their **mental health to be ‘fair’ or ‘poor’**. According to the CSWB Plan survey in 2022, 29% of Peterborough residents also rated their mental health as ‘fair’ or ‘poor’. In 2026, the CSWB Plan survey showed 35% of respondents disclosed a ‘fair’ or ‘poor’ rating, therefore there has been a decline in their mental health. (Table 4)

Substance Use

The issues and harms associated with substance use are complex and pervasive across sectors and lives. In recent years, significant focus has been drawn to addressing substance use due to the growing rate of drug poisoning and toxic drug supply. This crisis is complex in its intersections with poverty and homelessness, mental health needs, and strained healthcare systems. Peterborough has a growing population of residents who are marginalized, socially isolated, and harder to reach to ensure basic needs are met.

The CSWB Plan promoted a cross-sectoral approach that is responsive to saving lives and reducing harm associated with substance use is more important than ever before. It was suggested there is a growing need to invest in preventative measures to address substance use and addictions.

- In 2025, **911** received 115 **calls for opioid poisonings** in Peterborough City and County, a steady decline and 79% decrease from 2021 to 2025. (*Lakelands Public Health dashboard*)
- In 2025, 378 Peterborough region residents **visited an Ontario emergency department for drug poisonings**. It was a steady decline and 38% decrease from 2021 to 2025. 44% were 25-44 years old and 50% were male. 88% of the visits were at PRHC. (*Lakelands Public Health dashboard*)
- In 2025, **Peterborough Paramedics** made 805 visits for substance use, of which 207 were reported as opioid-related service calls. (*Peterborough County/City Paramedic Services*)
- In 2025, the **Rapid Access Addiction Medicine** team saw 2,451 clients, a 44% increase from 2021 to 2025. (*RAAM*)
- In 2025, there were 40 confirmed and suspected **opioid-related drug poisoning deaths** in the greater Peterborough area. This was a 25% decrease since 2024 and a 46% decrease since 2023. (*Lakelands Public Health*)

Housing and Homelessness

Addressing housing and homelessness is one of the biggest challenges facing Peterborough. There is broad recognition that without access to safe, appropriate, and affordable housing, it is very challenging to address health, mental health, addictions, and substance use, let alone access to education and employment. Those who are unsheltered or have unstable housing are more likely to experience poverty, food insecurity, severe health outcomes, increased stress, social isolation, and greater risks to safety.

In recent years, homelessness has become increasingly visible in the City of Peterborough. A lack of appropriate housing has led to growing health complexities for those who are unsheltered or experiencing housing instability.

As shown in Table 5, 37% of **CSWB Plan survey** respondents report they ‘have housing options that are affordable to them’; 31% state ‘their housing options are becoming less affordable’; 22% say they ‘are housed but struggling to keep up with the costs’; and 7% declare they ‘do not have housing options that are affordable to them’. As compared to 2022, 9% less people respond they have housing options that are affordable to them and 8% more people said they ‘are housed but are struggling to keep up with the costs’

Table 5: Do you feel that you have access to housing options that are affordable to you?

	2026	2022
Yes. I have housing options that are affordable to me.	37%	46%
Yes, but my housing options are becoming less affordable.	31%	31%
No. I am housed but struggling to keep up with the costs.	22%	14%
No. I do not have housing options that are affordable to me.	7%	7%

According to the 2021 Statistics Canada census, 21% of households reported they live in **unaffordable housing** in Peterborough; 13% were homeowners and 43% were renters. (*Stats Canada – Housing*)

- Renters who are living in unsubsidized housing have the highest rate of unaffordable housing, with 36% of **Ontario renters aged 55+** who are in unsubsidized housing spend 30% or more of their household income on shelter costs. Of this group, 54% are aged 65 to 85. (*Housing Supply Needs and Challenges for a Diverse Seniors Population in Canada, 2025*)
- The **Vacancy rate** in Peterborough remained at 1% from 2021 to 2023 and increased to 3.3% in 2024. In 2022 the City of Peterborough had the lowest vacancy rate in Ontario. (*Housing is Fundamental 2023 2024 2025*)
- In 2024, the **Average Market Rent** in Peterborough increased 6% from 2023; a 15% increase from 2021 to 2024. (*Housing is Fundamental 2023 2024 2025*)
- In 2025, 1,518 unique clients received **Housing Stability Fund** support. (*City of Peterborough, Social Services*)
- The number of **new units added** to the market increased 2.8% in from 2022 to 2023, the largest increase in the last 15 years. In 2024, 136 rental units were added in Peterborough city, a 9.4 % increase from the year before. (*Housing is Fundamental 2025*)
- In 2025, there were 935 individuals who experienced **homelessness**, a 16% increase from 2024. In 2024, there were 803 individuals who experienced homelessness, a 2% increase from 2023. (*City of Peterborough, Social Services*)
- **Chronic homelessness** is defined as continuous homelessness for one year or more or at least 4 separate occasions over 3 years that combine to equal 12+ months. In 2025, there were 492 individuals who experienced chronic homelessness, a 12% increase from 2024. In 2024, there were 441 individuals who experienced chronic homelessness, a 5% decrease from 2023

Poverty and Income Security

Poverty is complex and inextricably linked to all the priority areas outlined in the CSWB Plan. People who live in poverty or with low incomes are more likely to experience food insecurity, inadequate housing, employment insecurity, social isolation, adverse health outcomes, and difficulty accessing quality health care and community supports. Until life is stabilized and basic needs are met, it can be difficult to “get ahead” or to access education, training, and employment opportunities.

According to the **CSWB Plan survey** and shown in Table 6, 62% of respondents report their current income meets ‘all’ or ‘most’ of their needs, and 16% declare their income does ‘not meet their needs’. This is a significant difference from 2022. 10% more people report their income cannot meet ‘all their needs’ and 9% more people report their income now only meets ‘some of their needs’.

Table 6: Does your current level of income meet your everyday life needs?

	2026	2022
My current income meets all my needs	28%	37%
My current income meets most of my needs	34%	35%
My current income meets some of my needs	20%	12%
My current income does not meet my needs	16%	15%

Access to food continues to affect those who are financially insecure. Survey respondents were asked about their access to food in the past 12 months. As shown in Table 7, in 2026, 54% of respondents ‘always have enough of the kinds of food they want to eat’ as compared to 75% who said they did in 2022. In 2026, 11% declared they ‘sometimes’ or ‘often’ do not have enough to eat, a 5% increase since 2022.

Table 7: Which of the following statements best describes your access to food in the past 12 months?

	2026	2022
I always have enough of the kinds of food I want to eat	54%	75%
I have enough to eat, but not always the kinds of food I want	33%	18%
Sometimes, I do not have enough to eat	9%	3%
Often, I do not have enough to eat	2%	3%

Between 2021-2023, roughly 19% of households were **food insecure** in Peterborough. (*Peterborough Public Health 2024 Report Addressing Food Security in Peterborough*)

- There was a 5% increase in **prices of store-purchased food** from December 2024 to December 2025 in Ontario; an 18% increase from 2021 to 2025. (*Statistics Canada*)
- From 2023 to 2025, **child care fees** in Peterborough decreased over 50%, from \$40-\$53 per day to \$22 per day. During that time, 370 child care spaces were added. (*City of Peterborough Social Services*)
- **Minimum wage in Ontario** increased annually from \$14.35 in 2021 to \$17.60 in 2025. (*Government of Ontario*)
- The maximum monthly **Ontario Works** benefit per month in 2021 through 2025 was \$733 (*United Way - The Gap 2022 and 2024*) Individuals on assistance for longer than 3 months

are exempt for the first \$200 of earnings and 50% of all other income from paid employment. (*City of Peterborough Social Services*)

- **Lower income cut-offs (LICO)**, are income thresholds set by Statistics Canada indicating, based on family and community size, when an individual or family spends a disproportionate amount (20% more than average) of their before tax income on food, shelter, and clothing. This is used as a measure of low-income. The current LICO values were set in 2023. The LICO for Peterborough, a community with 30,000 to 99,999 residents, is:
 - \$26,127 for 1 person households
 - \$32,525 for 2 persons households
 - \$39,986 for 3 persons households
 - \$48,550 for 4 persons households
 - \$55,064 for 5 persons households
 - \$62,103 for 6 persons households
 - \$69,143 for 7 persons or more households
- The maximum monthly **Ontario Disability Support Program** benefit per month as of July 2025 is \$1,408. (*City of Peterborough Social Services*)
- A living wage is the hourly wage a worker needs to earn to cover their basic expenses and participate in their community. *OntarioLivingWage.ca* lists the **Eastern Ontario Weighted Living Wage Rate** as \$21.65 in 2024 and \$22.20 in 2025, a 2.5% increase. Table 8 shows the 2025 Eastern Ontario Living Wage is \$4.60 per hour more than minimum wage.

Table 8: Eastern Ontario Weighted Living Wage Rate

Living Wage Region	2024	2025	\$ change	% change	above minimum wage
East (includes Peterborough)	\$21.65	\$22.20	\$0.55	2.5%	\$4.60

- In 2024, the food banks in Peterborough (St. Lukes, All Saints, SVDP, Sacred Heart, Good Neighbours and Salvation Army) showed the greatest number of individuals and household visits from 2023-2025 (Table 9).

Table 9: Individuals and households who visited a Peterborough City foodbank

Year	Unique individuals who accessed a foodbank	Households	Household visits
2023	13,200	7,319	28,201
2024	14,012	7,652	30,812
2025	13,609	6,973	30,647

Access to Services

Connecting people with programs and services in ways that are accessible and inclusive is vital to community safety and well-being. The CSWB Plan defines connectivity as the different ways people may connect to place, each other, and programs and services, including outreach, community hubs, and the internet. Accessible infrastructure that supports connection between people, places, and resources can enhance social connections, and ensure access to healthcare, social services, basic needs, education, and employment.

Access is also described as being aware and able to navigate systems to receive the support required. It is acknowledging, addressing, and removing systemic barriers such as racism and discrimination to ensure equitable access and opportunity. It is reviewing those barriers and implementing solutions so residents can fully participate in their community.

The CSWB Plan 2026 survey respondents were provided with the following definition and asked how accessible they consider the activities or services listed.

Accessibility (physical accessibility, affordability, language, transportation, availability, etc.) to basic services, sports and recreation, personal development opportunities, and arts and culture are important contributors to a strong community and a positive sense of well-being.

Most respondents report that the internet; outdoor activities; and arts and culture activities are 'fully' or 'somewhat' accessible. The 5 activities/services reported as the least accessible are:

1. Health care services (46 responses)
 2. Sports and recreation activities (44 responses)
 3. Transportation services (39 responses)
 4. Employment and educational activities/services (39 responses)
 5. Social services supports (31 responses)
- In 2024, **Peterborough Public Library** had 19,319 active Library cardholders, and 14,581 people attended 917 adult, teen, and children's library programs. *(2025 By the Numbers)*
 - In 2025, the City of Peterborough **Recreation, Parks & Cultural Services** had more than 170,000 participants in recreational programs and more than 39,000 hours of permitted time, including ice, ball diamonds, sport fields, and courts. *(2025 By the Numbers)*

Summary

This CSWB Plan Report Card provides a summary of actions completed from 2022 to 2025. Organizations, agencies, and government shared how they aligned their actions with the priority areas outlined in the CSWB Plan. Although this is not a complete list, it provides an overview of how community safety and well-being is being addressed. Thank you to those who submitted their updates.

This Report Card also includes indicators that provide insight into how the community has changed since the release of the CSWB Plan in 2022. It is especially useful to see the comparison between the responses of community engagement survey conducted in 2022 and most recently in 2026. The indicators provide a current snapshot of community needs that inform the changes to the CSWB Plan for 2026 to 2030. The data will be used to benchmark progress over time.

Appendix B: Indicators

Community safety and well-being is interconnected and complex. To better define it, as well as to describe the local context, a set of indicators, related to the priority areas, have been identified. Use of these indicators in future analysis will provide insight into how the community is changing over time, as well as how our community compares to others. These indicators are the same as those in the 2022 CSWB Plan, with select additions to reflect additional priorities included in the 2026 CSWB Plan.

Criteria for Selection

The following criteria were used to select the indicators for this CSWB Plan.

- **Existing and Well-Established:** Existing, well-known, and validated measures that are already regularly reported by organizations across Peterborough.
- **Regular Collection:** Measures that are produced on an ongoing basis. These are important for comparing data over time.
- **Geography:** Measures that are available for the entire City of Peterborough, if possible.
- **Valuable:** Measures that are determined to be meaningful and relevant to CSWB.
- **Easy to Communicate:** Measures that are easy to calculate and can be disseminated with ease to a variety of stakeholders without needing additional context.

Domain	Sub Domain	Indicator Title
Belonging	Sense of belonging to community	• Belonging • Trust • Recommend community as a place to live
Public Safety	Perceptions of Safety	• Comfort/discomfort in community • Perceptions of safety • Role of police • Role of public transit • Transportation Safety
	Crime	• Total calls to service • Crime severity index • Total crime • Hate crimes • Break and enters • Drug-related offences • Human Trafficking • Intimate Partner Violence • Crime Prevention program participation
Health	Physical health	• Self-rated health • People on wait list for primary care by age • Barriers accessing supports

Domain	Sub Domain	Indicator Title
	Mental Health	• Self-rated mental health • Barriers accessing supports • Emergency Department (ED) visits for mental health • Police encounters with people in crisis
Substance use	Substance use	• ED visits for substance use • Opioid-related deaths • Opioid-related service calls to Peterborough Paramedic Services
Housing & Homelessness	Housing	• Percentage spent on shelter costs • Average housing cost • Vacancy rates and rental costs
	Homelessness	• # of individuals experiencing homelessness • # of people on By-Name Priority List • Average shelter occupancy
Poverty & Income Security	Income	• Median household income after tax • Low-income measure – after tax (LIM-AT) • Living Wage • OW and ODSP case rates • Food security
	Educational attainment	• Post-secondary education attainment
	Employment	• Participation rate • Unemployment rate
Children, Youth, & Families	Children, Youth, & Families	• % of kindergarteners that are vulnerable in at least one developmental domain measured • % of children (0-6 years) that participate in EarlyON Child and Family programs • # of children on the fee subsidy caseload
	Indigenous Peoples & Community	• Pending consultation process.
	Seniors	• % of population over 65 years of age • Memberships at Senior Active Living Centres • Reports of elder abuse
	New Canadians	• # of newcomers to Peterborough receiving services at the New Canadians Centre • # of countries represented & languages spoken by clients at the New Canadians

Domain	Sub Domain	Indicator Title
	Developmental Disabilities	• Barriers to accessing supports • # of individuals receiving services
Active Transportation	Active Transportation	• Length of facilities • # of gaps filled in network • % change in mode share • Key populations with access to facilities
	Collisions	• # of collisions causing injury • # of collisions involving pedestrians or cyclists
	Public Transit	• Frequency of service • % accessible transit vehicles and stops • Travel time to destinations • % change in mode share • Ridership by population

Appendix C: Coalition of Inclusive Municipalities

Ten Common Commitments of the Coalition of Inclusive Municipalities

- 1) Increase vigilance against systemic and individual racism and discrimination.
- 2) Monitor racism and discrimination in the community more broadly as well as municipal actions taken to address racism and discrimination.
- 3) Inform and support individuals who experience racism and discrimination.
- 4) Support policing services in their efforts to be exemplary institutions in combating racism and discrimination.
- 5) Provide equal opportunities as a municipal employer, service provider, and contractor.
- 6) Support measures to promote equity in the labour market.
- 7) Support measures to challenge racism and discrimination and promote diversity and equal opportunity in housing.
- 8) Involve citizens by giving them a voice in anti-racism initiatives and decision-making.
- 9) Support measures to challenge racism and discrimination and promote diversity and equal opportunity in the education sector, and in other forms of learning.
- 10) Promote respect, understanding and appreciation of cultural diversity and the inclusion of Aboriginal and racialized communities into the cultural fabric of the municipality.

Appendix D: References

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