



Regional Recovery Plan *Summary*



Highlights

- The Regional Recovery Framework and Action Plan was developed using international best practices for disaster recovery.
- The Regional Recovery Task Force provides strategic direction to the action plan. The Task Force is composed of representatives from key stakeholder groups including Regional senior leadership, healthcare, emergency services, community agencies and the business community.
- The Recovery Plan addresses key elements of recovery in a holistic way. It is founded on four pillars: Social, Built, Economic and Municipal.
- A set of 50 action items with short-term deliverables were identified as part of the Recovery Plan. Projects that aligned with strategic priorities were considered through a recovery lens including potential for job creation, community health and safety, restoration / remodeling of services, support to businesses, aid for vulnerable residents and long-term sustainability
- Many action items are covered using existing budgets. Other funding sources are being explored.
- Staff have set targets and key performance indicators for each action item over the next six months. A report describing the progress for each action item will be presented to Council in Fall 2020.
- The [Regional Recovery Framework and Action Plan](#) was endorsed by Regional Council on June 24, 2020



Goals of Recovery Plan

- Help to lead efforts to “flatten the curve” and protect public health and safety;
- Enhance services for our residents and businesses;
- Sustain Durham’s economic and community recovery;
- Support Regional employees; and
- Use the Regional Strategic Plan actions as a road map and adjust as needed.

Regional Recovery Task Force

- Susan deRyk, Interim President and CEO, Lakeridge Health
- Ben Earle, Executive Director, Feed the Need Durham
- Mark Morissette, Superintendent, Durham Regional Police Services
- Natalie Prychitko, CEO, Whitby Chamber of Commerce
- Stella Danos-Papaconstantinou, Commissioner Social Services
- Nancy Taylor, Commissioner Finance
- Bill Holmes, General Manager, Durham Region Transit
- Simon Gill, Director Economic Development & Tourism
- Sandra Austin, Director Strategic Initiatives



Social Pillar

Support for Vulnerable Residents

Supportive Housing: Social Services staff are working closely with Works, Finance and Planning to expedite the development of safe, innovative and supportive housing options for vulnerable, unsheltered residents. Short-term recommendations include development of approximately 50 units in Beaverton and a microhome pilot project.

Primary Care Outreach Program (PCOP):

Health and Social Services staff are identifying gaps/needs within vulnerable sectors to inform program redesign. During the pandemic, the PCOP Social Worker is providing counselling and service navigation through the hub and a mobile outreach model. The PCOP Paramedic is leading the mobile COVID-19 testing unit to support clients unable to attend Assessment Centres.

Health and Social Support: Social Services staff are collaborating with health and social service agencies in the Mission United partnership. The Back Door Mission is serving as a centralized location for support for the unsheltered population.

Quality of Life

Counselling / Mental Health Services: Family Services Durham is providing a barrier-free and accessible counselling, mental health, intimate partner violence response and case management services. Online and virtual services are being expanded as part of the Recovery Plan.

Change to Service Delivery in Long-Term Care (LTC) Homes:

Division of LTC is identifying ongoing staffing needs to increase workforce stability and enhance care. Expansion of virtual care will be explored to allow for more complex care to residents.

Child Care and Support to Families:

Children Services Division is exploring the expansion of EarlyON Child and Family Centres. Expand virtual support for families and virtual learning opportunities for staff.

Life Stabilization: Income and Employment Support Division are transitioning to provide virtual support for clients in the Ontario Works programs and exploring virtual wraparound case management services.

Social Investment

Strengthen Community Capacity: Social Services is engaging community leaders and not-for-profit agencies for COVID-19 response relating to identified priorities. Priority needs of vulnerable populations across the region are being identified using data and partner information.

Early Learning and Child Care Community:

Children Services is supporting health and safety education and recovery plan implementation in the early learning and childcare community. Durham Region child care centres opened on June 29.

Poverty Prevention: Social Services is promoting free virtual and alternative tax filing options for low income residents.

Community Social Investment Framework:

The framework will support the allocation of social services investments to community non-profits serving residents who are facing the greatest needs and barriers.

Public Health and Safety

COVID-19 Outbreaks: The Health Department is providing ongoing epidemiological assessment and surveillance and keeping the public informed via the COVID-19 Data Tracker.

Public Physical Distancing: Health Department staff are constantly reviewing evidence and recommendations to develop communications, guidance documents and resources for local stakeholders and the public.

Enhanced Routine Public Health Inspections:

Public health inspections will be expanded to include criteria related to COVID-19 public health advice.



Built Pillar

Modern Rapid Transit System

Rapid Transit Infrastructure Projects: Highway 2 Bus Rapid Transit, Simcoe Street Rapid Transit and the Lakeshore GO East extension projects, which will create jobs and support regional transit goals. Planning staff are establishing a Transit Oriented Development office. We will continue to advocate for approval of Durham's Investing in Canada Infrastructure Program application.

Building Transit Ridership: Durham Region Transit (DRT) ridership reduced by approximately 70 per cent during the pandemic. With fare collection reinstated and safety measures in place in July, staff will track emerging ridership patterns. DRT will and continue to engage with customers to instill passenger/customer trust and confidence.

Active Transportation

Update the Regional Cycling Plan and expand the Cycling Network: Planning staff are updating this sustainable transportation strategy and will identify segments to close gaps in cycling network.

Active Transportation Promotion: Programs for active and sustainable modes of travel will be implemented by staff across departments to support physical distancing and healthy activity.

Community Vitality

Community Improvement Plan: Planning staff are developing a Regional Community Improvement Plan to support the delivery of affordable housing and transit-oriented development.

Transformative Projects

Durham Forest Centre for Innovation and Resilience: Works staff are developing the concept and considering funding opportunities and partnerships for an Innovation and Resilience Centre (The Centre) as a net energy positive facility to test zero carbon technologies.

Community Development Housing and Service Hubs: Planning, Social Services and Works staff are developing a strategy for various Region-owned properties for new affordable housing and community-building.

Sustainability

Low Carbon Corporate Fleet Strategy: Staff are studying corporate fleet needs to identify opportunities to convert to a lower carbon (e.g. electric, renewable natural gas) Regional fleet. A strategy will guide transition.

Sustainable transit: DRT is promoting transit as a mode of sustainable travel by identifying e-bus and charging system requirements, deploying renewable energy technology to support infrastructure lighting, signage and passenger amenities at bus stops.

Durham Home Energy Savings Program: CAO staff are developing a community scale home energy retrofit program to transform the energy efficiency for existing residential buildings in Durham.

Corporate Climate Change Master Plan: CAO staff are developing a 10-year Corporate Climate Change Master Plan (2020-2030) with greenhouse gas (GHG) targets for Regional Council report in late fall 2020.

Electric Vehicle Charging Infrastructure Deployment: Electric vehicle charging infrastructure is expanding across the Region. Federal funding programs will be leveraged.

Nature-based Climate Solutions Program: CAO staff are developing a strategy to expand tree planting programs across the Region.

Climate Adaptation Vulnerability and Risk Assessment: Work is underway to identify and prioritize vulnerable structures, areas of urban flood risk and public health risks.



Economic Pillar

Small Business Support

Buy Local Campaign: Building awareness of downtowns and main-street businesses, to increase their traffic and revenues. Developing a foundation to build longer-term strategies to build community. Developed Downtowns of Durham website which is promoting over 850 businesses.

Emergency Support Programs: Providing a central point of contact for accurate and timely information for small businesses and a local resource to connect businesses to other partners.

Infrastructure Support for Business

Increased Broadband Services Across the Region:

Advancing high-priority action items from the broadband strategy, advocating for broadband funding, and working with internet service providers to accelerate the installation of fibre to under-served areas of the region.

Improved Access to Downtown and Business Areas:

Conducting a jurisdictional scan to review frameworks for improving access to downtown and business areas.

Business Attraction

Pre-servicing of Employment Lands: Staff are prioritizing work on the servicing of well-located and vacant employment lands to stimulate economic growth and job creation in Durham Region. A report will go to Council in 2020.

Cluster Development Around Durham's Key Sectors: Building and marketing the Energy, Environment and Engineering industry cluster as a means of investment attraction. A cluster development strategy will be developed.

Post-secondary Retraining Programs: Staff are promoting current and new post-secondary programming to up-skill and retrain workforce to adapt to the 'new normal' of our changed economy.

Smart Durham

Smart City Framework: In collaboration with the Canadian Urban Institute (CUI), CAO staff are developing a Regional Smart City framework. The framework will launch projects to support innovation, modernization and efficiency objectives.

CityStudio Durham: CAO staff are formalizing the Region's partnerships with the local post-secondary institutions by adopting the CityStudio model. CityStudio Durham will increase student engagement, promote innovative solutions and leverage projects from across Regional services. A web-portal has been established to foster the collaboration on projects to advance regional priorities.

Automated EV Shuttle Pilot: DRT is partnering with the Town of Whitby, SmartCone Technologies, Pacific Western Transportation and others to launch Canada's first autonomous electric shuttle pilot project aided by smart transportation infrastructure. The pilot will be the longest operation of its kind in Canada, both in terms of duration (12 months) and route length (six kilometres). The shuttle will operate on a loop between Whitby GO station and the Port Whitby area.

Innovation Community: The Economic Development and Tourism team is supporting the innovation community by transition to virtual events. Example support includes continued sponsorship of the Masterclass (virtual) speaker series and participation and promotion of Durham entrepreneurs at the Collision conference.



Municipal Pillar

Restoration Framework

Health and Safety: Corporate Services is supporting the Regional response to emerging orders and directives, intended to protect against the ongoing transmission of COVID-19 as staff return to work.

Financial Sustainability: Finance staff are working with all departments and DRPS to develop financial mitigation actions including cost containment and project deferral as appropriate to mitigate the projected financial implications of COVID-19. They are working with municipal associations and the provincial and federal government to advocate for financial assistance and legislative changes to mitigate the impacts of COVID-19.

Restoration of Regional Services: Durham Emergency Management (DEM) established a planning framework for the orderly restoration of Regional functions, services and activities halted due to the COVID-19 pandemic.

Legislative Changes: We are reviewing existing Delegation By-laws in relation to the updated Budget Management Policy and Purchasing By-Law. Along with by-laws related to conducting electronic meetings, delegations etc.

Staffing: We are performing an assessment to determine post-COVID staffing needs. There will be a focus on open recruitment and continuing virtual recruitment methods.

Modernization

Public Service Modernization: Using funding from the Provincial Audit and Accountability initiative, the Region reviewed and analyzed its Call Centres with a view to creating a 311 service for Durham. A 36-month project has been designed to integrate and implement the recommendations of these three reviews to modernize these areas.

Workplace Modernization Project: The Workplace Modernization Project seeks to address space challenges faced by our growing organization. Teleworking success during the COVID-19 crisis, acceleration of the digitization of Regional records, and innovative process improvements will directly affect how space is configured and used.

Digital Durham 2023

Baseline Performance: As part of the Digital Durham 2023 strategy, the Information Technology team is enhancing the infrastructure and maturity of the support network for Regional staff. The first step was documenting the existing infrastructure and environment.

Platform for Analytics: Promoting the use of analytic tools to support departments and enable them to serve our citizens using evidence-based decision making.

Improve Emergency Response

After-Action Review: The project will establish a framework for Regional departments to undertake formal After-Action Reviews (AARs) of their response to the COVID-19 pandemic. AARs are a critical tool used after an emergency to highlight and learn from the successes and challenges encountered throughout the response.

Business Continuity Plans: Integrate results of after-action review findings into Business Continuity Plan. In 2020, staff will finalize the corporate Business Continuity policy and decide on business continuity software.

