# **Natural Areas** as Neighbours

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Durham Environmental AdvisoryCommittee

# An information guide for Durham residents

This Guide has been prepared by the Durham Environmental Advisory Committee (DEAC). To learn more about DEAC, contact the Region of Durham Planning Division at deac@durham.ca. As residents of Durham Region, we are fortunate to have a rich tapestry of natural heritage areas. This includes the shorelines of Lake Ontario, Scugog and Simcoe, the Oak Ridges Moraine, the Lake Iroquois shoreline, woodlands, wetlands and stream valleys. Whether we live in the city or country, the protection of our air, water and soil are crucial to our own well-being and that of future generations.

If you live near, or simply enjoy visiting a natural heritage area, the special attributes of features add diversity and provide important environmental benefits for your community as a whole. This Guide is intended for new residents, landowners and people interested in learning about the natural environment in Durham.

### Natural areas

This Guide is designed to help residents and visitors understand, appreciate and care for the natural heritage areas in Durham Region. Natural heritage features discussed in this Guide include:

- Woodlands
- Grasslands
- Savannahs
- Lakeshores
- Lakes
- Watercourses and valleylands
- Wetlands
- Stormwater management features, ponds and other water bodies
- Groundwater
- Glacial Features
- Areas of Natural and Scientific Interest
- Agricultural Lands
- Wildlife

# Woodlands

Woodlands offer many benefits and are an important part of our ecosystem. Woodlands act like sponges; soaking up rain and snowmelt before releasing the water slowly into our creeks. Woodlands help protect groundwater recharge areas, which supply drinking water to many of Durham's residents. Trees shade our watercourses, which moderates summer water temperatures for the benefit of fish and other aquatic life. Trees also reduce the potential for damaging floods downstream, by storing water and preventing it from draining away too quickly as surface runoff.

Woodlands provide habitat and food for a variety of wildlife species, help to prevent soil erosion, and provide various recreational opportunities. Trees also improve air quality and assist with energy conservation by providing a windbreak in the winter and shade in the summer. With proper management, woodlands can provide economic benefits through the sustainable harvest of wood products and other resources, such as maple syrup.

Woodlands in Durham support an extensive trail network. You can search trails online at www.durhamtrails.ca.

Here is a sample of the public areas that offer trails:

Ajax:	Greenwood Conservation Area
Brock:	Beaver River Wetland Conservation Area
Clarington:	Long Sault Conservation Area
Oshawa:	Second Marsh Wildlife Area
Pickering:	East Duffins Headwaters
Scugog:	Purple Woods Conservation Area
Whitby:	Heber Down Conservation Area
Uxbridge:	Durham Regional Forest

# Grasslands

Grasslands are generally considered to be threatened in much of southern Ontario as development continues to spread. Grasslands are areas of open country that feature deep fertile soils and grasses. The variety of grasses and co-existent plants (e.g. sedges and rushes) vary from site to site, but trees and shrubs are always absent. Grasslands are important to species of birds such as the Eastern Meadowlark and Bobolink that are listed as threatened under the Species at Risk Act. These birds are in steep decline, made worse by the lack of available grassland habitat.

Historically, extensive native prairie grasslands existed in the Windsor and Rice Lake areas with patches of native grassland scattered throughout southern Ontario. Today, some municipalities are trying to re-establish grasslands to restore this lost habitat.

# Savannahs

Savannahs are grassy plains with scattered tall trees and little or no underlying vegetation. Picture the expanses of Africa where wildebeest roam to understand what they might look like. Similar to grasslands, they are occupied by a variety of animals that are dependent both on forests and fields. This habitat is relatively uncommon in Durham Region. However, patches do exist, generally on parts of the Oak Ridges Moraine and in eastern areas of the Region. Grassland and forest edge species utilize this habitat extensively as it is good for flycatchers, deer, woodpeckers and several species of sparrows. The open habitat and high perches offer opportunities for wildlife to both hunt and spot potential danger.

# Lakeshores

The area along the edge of a lake provides some of the most productive and valuable fish and wildlife habitat in the ecosystem. It is in this nutrient rich area that almost all aquatic life begins.

Shoreline plants play an important role in maintaining the natural functions of the shoreline. With their extensive root systems, they increase bank stability and reduce the potential for erosion. Pollution of the lake by runoff, sediment, nutrients and toxic chemicals is reduced as plants take up these substances. Plants of various sizes provide shade, nesting sites, food, and habitat for mammals, fish and birds. If your property borders a lake, consider maintaining the plants along the shore. If erosion is a concern, you can plant native species along the shore.

Retaining walls can lead to erosion by altering currents and removing important and necessary near-shore habitats for fish, amphibians and invertebrates.

# Lakes

Lakes are complex ecosystems, providing a home for various types of plants and freshwater animals and micro-organisms. Durham Region encompasses, or borders on, numerous lakes of varying sizes. The largest lakes include Ontario, Scugog and Simcoe. Some of the smaller lakes include Chalk, Samac, Brown, Brookdale, Staley, Lazy, Long, Island and Windsor.

Lakes also provide opportunities for recreation including fishing, boating, bird watching and aquatic and ice sports.

The majority of residents in Durham Region get their drinking water from lakes. For example, the community of Beaverton draws its drinking water from Lake Simcoe, while the communities of Oshawa, Ajax, Whitby and Bowmanville draw their drinking water from Lake Ontario.

A healthy lake is one where people have not impaired the natural functions of the lake (e.g. nutrient cycling) or significantly altered the natural composition of plants, animals, and micro-organisms.

An unhealthy lake is one in which the nutrients are out of balance, giving rise to overgrowth of certain species (e.g. algal blooms). Historically, lakes became seriously degraded through: the addition of detergents in wash water; poor stormwater management; leaky septic systems; oil and gasoline discharges from boat motors; and shoreline alteration.

Over several decades, committed organizations and informed citizens have made progress in stopping further degradation of aquatic ecosystems to reverse the effects of historical damage.

# Watercourses and valleylands

Watercourses, and their associated valleylands, are

significant assets to our communities. Watercourses in Durham Region generally flow south from the Oak Ridges Moraine or Lake Iroquois Shoreline to Lake Ontario, or flow north from the Oak Ridges Moraine to Lake Scugog or Lake Simcoe.

Watercourses and their surrounding vegetation provide habitat, food and/or shelter for fish and other aquatic and terrestrial wildlife. As well, they form important natural linkages between different habitat features. These linkages permit wildlife movement and also allow for a greater diversity of wildlife. Trees and shrubs surrounding a watercourse help to prevent erosion. In urbanized areas, watercourses and valleylands also provide valuable green spaces.

# Wetlands

Wetlands are complex ecosystems; that provide a productive and diverse habitat for a wide variety of plants and animals. Humans also benefit from wetlands, as they control flood conditions, water quality and quantity, as well as air quality. There are four kinds of wetlands. Swamps are wooded wetlands, where standing, to gently flowing, nutrient rich, mineral waters occur seasonally or persist for long periods on the surface. Marshes are wetlands, which are periodically inundated with standing or slowly moving water that fluctuates seasonally. Bogs are peat-covered areas, with a high water table for most of the year, and a surface carpet of mosses. Fens are, for the most part, peatlands characterized by layers of poorly, to well-decomposed, peat. Both fens and bogs are rare in Durham Region.

# **Stormwater management features, ponds and other water bodies**

Although not entirely "natural", these naturalized aquatic features have become an integral part of the landscape in many parts of Durham. Included in this category are private ponds, sewage lagoons and stormwater management ponds – the latter were created as part of the development process to manage run-off from subdivisions and commercial properties. As natural wetlands are degraded

or removed, these features become increasingly important to wildlife and the environment. Thousands of birds and other wildlife may be attracted to these resting and feeding areas.

Private ponds and sloughs are created for many reasons: recreation; fish culture; personal relaxation; livestock; and watering and irrigation. Whatever the reason, they quickly become an important part of the landscape, and wildlife use them to live, breed and feed.

One feature that is most interesting in Durham Region is the presence of a single kettle lake – Chalk Lake. A kettle lake is a shallow spring fed, sediment-filled body of water formed by retreating glaciers.

Sewage lagoons, such as the ones at Beaverton, Sunderland, Cannington and Port Perry provide essential habitat for many birds (e.g. the Lesser Yellowlegs), mammals, insects, reptiles, and amphibians. Temporary ponds (critical to the survival of amphibians), seepage areas from shallow aquifers or artesian wells, and cold water streams round out the significant water features that humans and wildlife need to ensure a healthy environment and sustainable wildlife populations.

### Groundwater

Groundwater can be found at varying depths underground and is commonly found in aquifers. An aquifer is a zone located beneath the ground's surface that is capable of retaining and releasing moisture. Large quantities of groundwater may be stored in an aquifer.

#### **Recharge areas**

The rate and volume of precipitation, which moves through the ground, generally depends on the characteristics of the subsoil. Coarse-grained soils such as sand and gravel are highly permeable and these areas function as groundwater recharge areas. There are two large groundwater recharge areas in Durham Region, the Oak Ridges Moraine and the Lake Iroquois Shoreline. These areas provide critical baseflow (slow release of groundwater) to many streams, especially during dry summer months. Surface water bodies are highly dependent on recharge from groundwater flow for their maintenance.

# **Glacial features**

Durham Region was the site of significant glacial activity tens of thousands of years ago. Remnants of the presence and passing of these important geological events can be witnessed in the eskers and moraines present across much of the northeast parts of Durham Region. Rolling hills and sharply rising landscapes are indicators of past glacial activity. Look for lateral ridges which run roughly north to south (eskers) or east to west (moraines).

Eskers are formed when glacial ice movement is slow and sluggish. Streams within and beneath the glacier carve out ice tunnels which slowly fill with sediment as the glacier retreats. Moraines form as the ice mass retreats and leave the debris it was carrying in ridges.

#### Lake Iroquois Shoreline

The Lake Iroquois shoreline is an ancient geological landform that was formed by post-glacial Lake Iroquois. Distinctive features of the Lake Iroquois Shoreline are its extensive sand and gravel deposits.

#### **Oak Ridges Moraine**

The Oak Ridges Moraine is a prominent ridge of land formed by glacial sediments, including gravel, sand and glacial till. It extends approximately 160 kilometres, from the Niagara Escarpment in the west to Rice Lake in the east, bisecting Durham Region. The Moraine forms the drainage divide between Lake Simcoe and Lake Ontario. It is the headwaters for many smaller creeks and is characterized by a high water table, which makes this area a significant groundwater resource. The Sand deposits store and then discharge cool water to the creeks. Due to its environmental importance, the Ontario government has created the Oak Ridges Moraine Conservation Plan, which has strict land use policies designed to protect this feature.





# **Areas of Natural and Scientific Interest**

Areas of Natural and Scientific Interest (ANSIs) are areas of land and water containing natural landscapes or features that have been identified as having life science or earth science values of special significance. Therefore, these sites are worthy of protection or scientific study. ANSIs are selected by the Ontario Ministry of Natural Resources and Forestry to include areas that represent the best examples of Ontario's natural diversity.

ANSIs are designated as earth science (geological) or life science (biological), depending on the features present. Examples in Durham Region include Second Marsh in the City of Oshawa, Bond Head Bluffs in the Municipality of Clarington, the Rouge River Valley in the City of Pickering, and the Wilfrid Bog in the Township of Brock.

# **Agricultural lands**

We all must be stewards of the land to ensure it persists in a healthy state for future generations. Farmers, through water and land conservation projects and their focus on sustainability, help ensure this. Endangered species like the Bobolink can be helped when hayfields are not mowed until the young have fledged. Cover crops, such as winter wheat, can be planted to avert wind and water soil erosion. Large natural buffers between fields and water sources can be employed to help prevent runoff. Other management techniques include integrated pest management, hedgerows to encourage biodiversity, and participation in local food initiatives. These all play an enormous role in maintaining the environment and support the production of agricultural goods.

# Wildlife

One of the most attractive features of living near, or visiting, any natural heritage area in Durham is the opportunity to encounter wildlife.

#### **Endangered species**

Many species of animals and plants are under threat in Ontario and throughout the world. The Endangered

Species Act and the Ontario Species at Risk Act legislatively provide protection for plants and animals designated under these statutes. In Durham Region, several species may be found including:10 species of birds (e.g. Eastern whip-poor-will, Bobolink, Barn Swallow and Eastern Meadowlark); one fish (Red-sided Dace); one snake (Eastern Ribbon); and four turtles (e.g. Blanding's and Snapping Turtle).

As habitats continue to be changed due to urbanization, these pressures will undoubtedly increase.

#### **Native species**

Native species generally refer to plants and animals that are native to a particular region (specifically Durham Region) or, more broadly, southern Ontario. A native specie is one that normally lives and thrives in a particular ecosystem. Native species can be either endemic (found only within a particular region) or indigenous (found both within the region and elsewhere). By "native" we mean plants that were growing in the region before European settlement. As a direct result of this settlement, there are many plants that now thrive here that did not originally grow in Ontario.

The Region, and especially the Greenbelt, contains many native tree species (e.g. White Pine, varieties of spruce, Sugar Maple and Oak.) Native wildflowers, include the White or Red Trillium, common Blue Violet, Jack-in-the-pulpit and Wild Columbine.

Although Durham Region is not home to big game animals, there is a healthy deer population and an occasional moose or black bear can be seen in heavily wooded areas. Our cities are home to many raccoons, squirrels and rabbits. Coyotes and foxes are well established in many residential areas.

Durham Region has a wide variety of birds, especially in the late fall and early spring migrations. Many Canada Geese now make Durham their year-round home. Second Marsh is a protected bird sanctuary that plays an important role in the conservation of endangered bird species. The large expanse of both Greenbelt and wetlands in the



Region provide a wealth of habitat for many species of birds. Some native birds include the Blue Jay, Robin, Black-Capped Chickadee, Great Blue Heron, Red-Tailed Hawk, Cardinal, and Barred Owl.

Durham Region has a wide variety of fish. Lake Ontario has Lake Trout, Salmon and Carp while Lake Scugog offers Large and Small-Mouth Bass, Northern Pike, Pickerel, Catfish and other varieties. Muskellunge can also be found in some area lakes.

#### **Invasive species**

Non-native invasive species are plants, animals, fungi, diseases, etc. that are not indigenous to an ecosystem, but have become established and threaten native species. Invasive species are the second biggest threat to biodiversity after habitat loss, and they also result in economic, ecological and social damages.

Economically, invasive species directly or indirectly impact agriculture, forestry, recreation and water treatment to name just a few industries. The Canadian Food Inspection Agency estimates the cost of invasive species to be about \$30 billion annually!

Ecologically, invasive species often out-compete native species and some can hybridize with our native species reducing genetic integrity. Some invasive species, like the Emerald Ash Borer insect, directly kill native species, resulting in permanent loss of native species from the ecosystem. Dead Ash trees are clearly visible across the landscape today and the Ash may eventually become endangered like Butternut and American Chestnut – two other native tree species that have been devastated by invasive fungi.

Socially, some species, such as the Giant Hogweed, threaten human health and safety. Other invasive species can decrease the quality of outdoor recreation and impact our appreciation of our natural landscapes. Common Reed invades wet areas, including ditches and wetlands crowding out native wetland vegetation that wildlife depend on. Goutweed and Garlic Mustard have escaped gardens and are out-competing our native flora so that hardwood forests that once supported carpets of trilliums in the spring have been replaced with these non-native species. Garlic Mustard has been shown to reduce the growth of hardwood trees, so the impact goes beyond even wildflowers. Since everything in nature is connected, the implications of invasive species are likely beyond what we currently understand.

### **Nature's value**

Our natural environment provides us with ecosystem services, such as clean air and water. Nature also provides us with beauty and space to relax and reflect. Some of the benefits of natural heritage include:

- Providing groundwater for private wells and municipal water supplies.
- Maintaining summer flows and moderating temperatures in streams to assist aquatic wildlife.
- Filtering pollutants from the air and water.
- Producing life-sustaining oxygen.
- Providing a diversity of habitats for a variety of plants, animals and fish.
- Containing areas of native plant communities.
- Reducing soil erosion and runoff.
- Influencing weather patterns.
- Buffering noise from adjacent land uses.
- Assisting with energy conservation, through the natural cooling process.
- Beautifying the landscape.
- Improving our psychological health.
- Providing learning opportunities.



- Providing passive recreational opportunities, where appropriate.
- Increasing property values.

#### How you can help

What you do on your own property or when visiting natural features can have a tremendous impact. Good stewardship practices can benefit both yourself and the neighbouring natural heritage area. One of the best and easiest ways to protect a natural heritage area is to avoid encroachment. Here are other suggestions:

- Resist the urge to "tidy up" in woodland areas. Leave groundcover and underlying vegetation. Existing vegetation decomposes and enriches the soil. It serves as food or shelter for all forms of life, including insects, salamanders, birds, and small mammals.
- Leave fallen branches and dead standing trees where they are, unless removal is necessary to avoid property damage and personal injury. The decomposition of material on the forest floor is important for replenishing nutrients in the soil which supports living vegetation. Fallen trees and branches provide food, shelter and cover for a variety of wildlife.
- Use environmentally friendly alternatives to pesticides to treat your lawn and gardens. Do not use toxic chemicals, fertilizers, herbicides, or other pesticides because they impact natural vegetation, groundwater, wildlife, and aquatic habitats.
- Use native plant species for landscaping, especially along the edge of existing woodlots, wetlands, meadows, or streams. Many local nurseries sell them; just make sure that their stock is nursery grown. Please don't dig them up from their natural habitat! Non-native species can be very aggressive and can out-compete the native plants. Seed and fruit-bearing shrubs and trees can provide additional food and cover for wildlife. Ontario Nature (www.ontarionature.org) can provide information on backyard naturalization.

- Compost your yard and household vegetable waste in an appropriate site on your property rather than encroaching on a natural heritage area. Dumping such materials, even soil and lawn clippings, in the natural heritage area, can smother and destroy native vegetation. Another alternative for removal of brush and yard waste is the Durham Region Yard Waste Collection Program. Please visit durham.ca for additional details.
- Drain your swimming pool away from natural heritage areas and storm sewers. The chemicals that you use to keep the water clear can harm fish, vegetation, and other organisms. Do not release water from your pool until the chlorine or bromine levels have dropped. Once this occurs, drain your pool onto a grassed area.
- Construct fences, sheds, treehouses, kennels, pools, etc. away from a natural heritage area. The planning, by-law or works department within your local municipality can advise of any permit requirements.
- Dispose of household hazardous waste at one of the Region's waste disposal sites. Be aware of the connection between your property and the groundwater supply. Materials spilled on the ground or dumped down your drains, eventually make their way to the water table or into nearby watercourses.
- Do not litter. It may seem obvious, but a litter survey undertaken by the Regional Works Department found that littering is a growing problem across Durham Region. Throwing away cigarette butts, food wrappers, drink containers, newspapers and flyers, instead of using the proper receptacle, is a problem for us all. Remember, it is always somebody's property you are littering on.

#### You can help protect our wildlife and plant populations

- Properly maintaining and managing your property will ensure that wildlife living near you is healthy and does not pose a threat or nuisance to you.
- Store your garbage in animal-proof containers in an



enclosed area. Otherwise, raccoons, coyotes, skunk, as well as cats and dogs will help themselves.

- Keep your pets in an enclosed area. Don't let them run loose. There are by-laws prohibiting this. Plus, you can help prevent harm to wildlife.
- Stoop and scoop all pet waste. Proper disposal of pet waste prevents it from washing into a nearby watercourse or lake, helping to control bacteria and improve water quality.
- Mosquitoes are never welcome, but try to think of them in terms of the role they play as a food source for birds and frogs. Bug repellent when you are walking, or a screened area where you are sitting, are easy ways of living through the bug season. Never spray bushes with chemicals; they destroy not only mosquitoes but also other forms of life.
- Ask your local nursery to carry native plant species, choose native plants for your flowerbeds, or stick to exotic plants that don't easily spread. The Grow Me Instead guide (http://www.ontarioinvasive plants.ca/resources/grow-me-instead) provides great advice to homeowners on this subject.
- Before you leave a natural area after a hike or bike ride take a few minutes to brush off plant matter that may have collected on your clothes, shoes, tires or pets. Seeds from invasive plants can be spread from place to place by hitching a ride on you.
- Don't move firewood you could be moving an invasive pest too.
- Never release aquarium plants or pets into the wild. Not only could you be spreading an invasive species, it is also cruel to the animal.
- If you're a farmer clearing land with equipment, clean off your equipment before moving to a new area so you don't spread invasive seeds.
- If you're an angler, get to know your fish species so

that you never purchase invasive fish for bait, and never release live bait fish such as round goby back into the water.

- If you're a boater, take time to remove plants and mud from your boat and trailer on dry land before you leave the boating area to prevent the spread of aquatic invasive species.
- Volunteer with a local nature group to help remove invasive species.
- Take time to report invasive species so that frontline organizations can track the spread of these species and focus efforts on effective management. Call the invasive species hotline at 1-888-563-7711, or visit www.invadingspecies.com to learn where you can download the smartphone app and to learn more about invasive species.
- Do not feed ducks and geese. Human food does not provide appropriate nutrition and can lead to a dependence on "handouts." Duck and goose waste can also pollute creeks, wetlands and ponds and pose a health concern for wildlife and humans. Be aware that large expanses of manicured lawn attract Canada geese.
- Do not approach or handle wild animals or try to "rescue" baby animals. Remind your children that any domestic or wild animal may bite or carry rabies. Therefore, they should not be approached.
- Contact a licensed rehabilitation centre or veterinarian if injured or orphaned animals are found.
- Never keep wild animals as pets.
- Provide bird feeders with appropriate seed mixtures and/or suet for the types of birds you wish to attract. If you are not willing to feed them regularly, do not feed them at all.
- Managed Forest Tax Incentive Program If there is a woodlot on your property that is at least 4 hectares

(9.88 acres), you might be eligible to participate in the Ontario Managed Forest Tax Incentive Program. Under this voluntary program, participating landowners can have their property reassessed and classified as a Managed Forest, and taxed at 25% of the municipal tax rate for residential properties.

#### Explore the natural heritage area near you

- If publicly owned, use only marked trails and avoid creating your own trails. Avoid damaging trailside vegetation, and leave wildflowers for others to enjoy.
- Leash your pets and clean up their waste. Remember you and others want to return to these areas and find enjoyment in the natural beauty.
- Leave small creatures, such as frogs, salamanders, butterflies, etc. where they live.
- If visiting privately owned lands, seek permission from the landowner. Respect any conditions the owner requests.
- Living near or visiting a natural heritage area is a unique opportunity for you and your family. Enjoy it and care for it, and you will ensure that the ecological functions and features of the area are maintained for your family and your community for generations to come.

#### **More information**

 Region of Durham Planning and 905-668-7711 Economic Development Department 905-683-3000

905-683-7575

905-668-5803

905-436-3311

905-623-3379

905-985-7346

905-852-9181

705-432-2355

905-579-0411

905-885-8173

416-661-6600

905-895-1281

705-328-2271

905-985-3337

- Town of Ajax
- City of Pickering
- Town of Whitby
- City of Oshawa
- Municipality of Clarington
- Township of Scugog
- Township of Uxbridge
- Township of Brock
- Central Lake Ontario CA
- Ganaraska Region CA
- Toronto Region CA
- Lake Simcoe Region CA
- Kawartha Region CA
- Scugog First Nation

#### **Durham Region Waste Disposal Facilities:**

<ul> <li>1640 Ritson Rd. N., Oshawa</li> </ul>	905-433-2050
<ul> <li>1623 Reach St., Port Perry</li> </ul>	905-985-7973
Brock Sideroad 17, Brock Township	705-437-2933

#### Local nature clubs:

- North Durham Nature www.northdurhamnature.com
- Durham Field Naturalists www.drfn.ca
- Pickering Naturalists Club www.pickeringnaturalists.org
- Ontario Nature www.ontarionature.org
- Bird Studies Canada www.birdscanada.org
- Ontario Field Ornithologists www.ofo.ca
- Canadian Herptofaunal Society www.canadianherpetology.ca
- Butterflies Ontario www.ontariobutterflies.ca
- Durham Tourism www.durhamtourism.ca

#### **Recreation:**

- Durham Trails https://www.durhamtourism.ca/brochures/trailsguide.pdf
- B&B general website www.bnbfinder.com
- Ice fishing https://www.ontario.ca/page/ice-fishing
- Snowmobiling associations http://www.ofsc.on.ca
- ATV association Ontario www.ofatv.org
- Ontario boating www.boatingontario.ca
- Cycling websites www.ontariocycling.org



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- Kim Lendvay Moraine (pg. 8).
- Lisa Hergott Lynde Shores Conservation Area (pg. 3).
- Lori Riviere-Doersam Duffins Creek (cover and pg. 6).
- Paul LaPorte Phragmites (pg. 11).
- Wendy Moss-Newman Cross-country skier (pg. 16).

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If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2570