

**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
PRIORITY 1 SERVICE NETWORK**

*Strategy 1- Ensure the service system and planning tables/committees are coordinated and operating efficiently and effectively.*

	Actions	Timelines	Notes	Output Indicators	Partners
1.1.1	Through the Gateway Hub ESC, system leaders adopt a common purpose/vision for CSWB in NB.	1 year (Urgent)		-Alignment of goals, purpose, resources and outcomes -Improved system coordination	Service Network
1.1.2	Conduct review of existing planning tables/committees: -Membership -Purpose/mandate -Outcomes	1 year (Medium)		-ID of gaps / duplication -ID of coordinated opportunities	
1.1.3	Explore cont'd use of video conferencing and virtual connection for collaboration beyond pandemic.	1 year		-Video Conferencing options available	

Started 25%

In-Progress 50%

Nearing Completion 75%

Completed 100%

**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 1 SERVICE NETWORK**

***Strategy 2 -.Create service directories that meet the needs of all citizens and improves service system navigation.***

	Actions	Timelines	Notes	Output Indicators	Partners
1.2.1	Determine lead agency to ensure various service directories updated and consistent	1 year		Identify lead agency	Service Network
1.2.2	Enhance and regularly update the <b>Nipissing Service Collaborative</b> website (SNG)	1 year		Up to date online service directory	Brent Stephanie Allan Rhea Wendy Smith OntHealth
1.2.3	Develop and maintain a hard copy service directory	1 year		Up to date hardcopy directory	
1.2.4	Explore creation of a mobile app service directory	1-3 years		Existing mobile app	
1.2.5	Explore the creation of a telephone service directory	1-3 years	<i>*Already exists,....United Way's 211</i>		
1.2.6	Explore creation of a kiosk-style directory service to provide in person service navigation at various locations in the city. (malls...)	1-3 years (Low)		Public Kiosks with electronic interface	
1.2.7	Promote all service directories in the city	1 year		Service Network promoting efforts	

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 1 SERVICE NETWORK**  
**Strategy 3 – Increase Community education and awareness around CSWB.**

	Actions	Timelines	Notes	Output Indicators	Partners
1.3.1	CSWB communication strategy, including reducing stigma, <u>misinformation</u> , and include the following actions below:	1 year (Important)		Communications Strategy Educational Campaign Media Coverage	City NB CSWB Coordinator NB Comms Officer
1.3.2	<b>A.</b> Increase community awareness of services available and link public to service directories	1 year		Education Sessions Media Coverage	
1.3.3	<b>B.</b> Promote good news stories of local network successes	1 year		Sentiment score/rank Positive Media Coverage	
1.3.4	<b>C.</b> Provide public reporting on CSWB Plan progress through report cards and interactive dash-boarding on CSWB website	1 year		The development of Statistical dashboards with CSWB indicators and other relevant information and data.	Analysts, statisticians and IT staff from City NB/DNSSAB

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
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***Strategy 4- Enhance service and program delivery throughout service network***

	Actions	Timelines	Notes	Output Indicators	Partners
1.4.1	Explore opportunities for <u>service centralization and shared service delivery</u> following a Hub or wrap around model. (Could include a centralized intake and common referral process)	1-3 years		Single point access Partnerships Funding source	Implementation Committee  Service Network
1.4.2	Building on planning work to date, systematically review all programs, services, and supports offered in the community with a view of improving service delivery for clients and citizens.	1-3 years		Similar programs are aligned and coordinated,...gaps in services filled.	Nurture North  CMHA  HANDS
1.4.3	Enable or expand existing data sharing agreements between network organizations so information, data, and knowledge can be shared and acted upon collectively.	1-3 years		Data sharing agreements are in place and CSWB data is being collected across the network, housed in central repository for analysis to inform planning, service delivery, and reporting.	Others...
1.4.4	With the above agreements in place, <b>share 'by name' lists</b> between organizations so the proper interventions and supports/services can be put in place.	1-3 years		Vulnerable and hard to serve populations are being served effectively through coordinated and collective planning and service delivery.	

Started 25%

In-Progress 50%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
PRIORITY 2 ADDICTIONS**

***Strategy 1 – Enhance addiction prevention and treatment programs, supports, and services, ensuring they are culturally appropriate and inclusive***

	Actions	Timeline	Notes	Outcomes	Partners
1.2.1	Implement longer term addiction programs	1 year		-Decreased wait times for programs, supports, and services -Decreased drug overdose mortality Decreased incidence response related to addictions and substance use.	Health Sector Addictions Mental Health Others...
1.2.2	Expand the capacity of addiction <u>services</u> including the recruitment and training of staff.	1 year			
2.2.3	<b>Where addictions and mental health present together, ensure coordinated case management between agencies.</b>	1 year			
1.2.4	<b>Link individuals that have been discharged from addiction treatment programs to ongoing supports.</b>	1 year			

Strategy Notes:

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In-Progress 50%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 2 ADDICTIONS**  
*Strategy 2 – Implement additional harm reduction programs*

	Actions	Timeline	Notes	Outcomes	Partners
2.2.1	Align addictions harm reduction efforts with the <i>research</i> being completed.	1 year		-decreased drug OD & mortality. -Decreased incidence response related to addictions/substance use.	Health Addictions NBPS Health Unit NB Police OPP Others...
2.2.2	Consider implementing harm reduction recommendations outlined in the <i>consultant's</i> future report based on the research and work currently being undertaken.	1 year			
2.2.3	Explore the implementation of a safer opioid supply program.	1-3 years			

Started 25%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 2 ADDICTIONS**  
*Strategy 3 – Build on and improve existing needle syringe programs*

	Action	Timeline	Notes	Outcomes	Partners
2.3.1	Determine a lead agency(s) for the needle syringe program	1 year		-reduced visibility of needles	Health Addictions NBPSDHU Others...
2.3.2	Increase the number of needle drop boxes throughout city	1 year		-Increased public sense of safety *	
2.3.3	Provide outreach services for needle syringe pick up	1 year		-decreased incidence response to related to	
2.3.4	Offer <u>education</u> sessions in the community surrounding the proper disposal of syringes/needles	1 year		addictions and substance use. <i>*(Not a realistic outcome for this strategy)</i>	

Started 25%

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# **NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**

## **PRIORITY 2 ADDICTIONS**

### ***Strategy 4 – Create a nurse street outreach program***

	Action	Timeline	Notes	Outcomes	Partners
2.4.1	Explore program details surrounding nursing street outreach with view of implementation.	1 year		-Increased sense of physical and mental health -decreased drug overdose and mortality. -decreased incidence response related to addictions and substance use <i>*(should be linked more so to over-all health of individuals on the street)</i>	
2.4.2	Establish nursing street outreach program documentation and secure resources	1 year			
2.4.3	Implement a nursing street outreach program that could include <b>wellness checks</b> . Street nurses will have naloxone and linked to needle syringe program	1 year			
2.4.4	Offer street health clinics	1 year			

Started 25%

In-Progress 50%

Nearing Completion 75%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
PRIORITY 3 HOMELESSNESS**

***Strategy 1 – Discover and implement a community approach to successfully house vulnerable individuals with a focus on cultural appropriateness and inclusivity.***

	Actions	Timelines	Notes	Output Indicators	Partners
3.1.1	Review various housing approaches ( <b>incl. Housing1st</b> ) to determine best approach. Including <u>identifying existing housing stock</u> that could be dedicated for the selected approach.	1 year	<i>*will now form part of Built For Zero Homelessness project with DNSSAB</i>	Decrease homelessness  Improve access to housing for homeless  Increase linkages to supports and services required by the homeless population	Housing and homeless sector  Support/Outreach providers  Housing Providers (non-profit and private landlords)  Others...
3.1.2	Establish program documentation and secure resources	1 year			
3.1.3	Implement a pilot program	1 year			
3.1.4	Implement a permanent program	1-3 years			

Started 25%

In-Progress 50%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
PRIORITY 3 HOMELESSNESS**

***Strategy 2 –Increase the supply of transitional and supportive housing units to meet demand***

	Actions	Timelines	Notes	Output Indicators	Partners
3.2.1	<b>Conduct a needs assessment to determine the amount of transitional and supportive housing units needed.</b>	1 year		Decreased homelessness	-Housing/Homeless Sector -City NB -DNSSAB -IFC -NPON -Others...
3.2.2	Monitor and evaluate Northern Pines, Suswin, NPON	1 year		Improved access to housing for homeless population	
3.2.3	Explore innovative opportunities and creative partnerships to support the development of additional Transitional and supportive housing. (as needed)	1 year		Increased linkages to supports/services required by homeless population	

Started 25%

In-Progress 50%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN  
PRIORITY 3 HOMELESSNESS**

***Strategy 3 –Increase the supply of affordable housing units to meet the demand.***

	Actions	Timelines	Notes	Output Indicators	Partners
3.3.1	<b>Conduct a needs assessment to determine size and types of housing needs.</b>	1 year			
3.3.2	Increase rental subsidies to enhance affordability in the private market.	1-3 years			
3.3.3	Explore innovative funding opportunities and creative partnerships to support the development of additional affordable housing units (as needed)	1 year			

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 3 HOMELESSNESS**  
*Strategy 4 –Expand and coordinate outreach programs*

	Actions	Timelines	Notes	Output Indicators	Partners
3.4.1	Review current outreach programs	1 year		Decreased homelessness	Housing/Homeless Sector  Outreach Services  Others...
3.4.2	Explore opportunities to further increase outreach services to meet identified gaps	1 year		Improved access for housing (homeless)	
3.4.3	Coordinate day programming for homeless and low income individuals and families.	1 year		Increased linkages to supports and services required by homeless population.	

Started 25%

In-Progress 50%

Nearing Completion 75%

Completed 100%

# NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN

## PRIORITY 4 MENTAL HEALTH

*Strategy 1 – Enhance access to mental health programs, supports, and services and ensure these re culturally appropriate and inclusive*

	Actions	Timelines	Notes	Output Indicators	Partners
4.1.1	Expand the capacity of mental health services for adults including <u>the recruitment and training of staff.</u>	1 year		Decreased wait times for Mental Health  Decreased suicide rate	Health  Mental Health
4.1.2	Expand the capacity of mental health services for children <u>including the recruitment and training of staff.</u>	1 year		Decreased incidence response related to MH	Addictions  Other...
4.1.3	<b>Where mental health and addictions present together, ensure coordinated case management between service providers.</b>	1 year		Increased client/community satisfaction of mental health services	
4.1.4	Link individuals that have been discharged from mental health programs to ongoing support programs.	1 year			
4.1.5	Ensure the larger public establishments are welcoming and inviting to those with mental illness. (reduce stigma)	1 year			

Started 25%

In-Progress 50%

Nearing Completion 75%

Completed 100%

**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 4 MENTAL HEALTH**  
*Strategy 2 –Increase psychiatry and primary service care*

	Actions	Timelines	Notes	Output Indicators	Partners
4.2.1	Conduct a review of the waitlist demand for psychiatry care and primary care (ie. Family doctors and nurse practitioners)	1 year		.-Increased sense of physical and mental health	Health Mental Health
4.2.2	Explore opportunities to increase capacity for psychiatric care. This may include the recruitment of additional psychiatrists.	1-3yrs year	.	Decreased suicide rate  Decreased incidence response related to mental health	Others...
4.2.3	Explore opportunities to increase capacity for primary care. This may include the recruitment of additional doctors and/or nurse practitioners	1-3 years			

Strategy Notes:

Started 25%

In-Progress 50%

Nearing Completion 75%

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**NORTH BAY COMMUNITY SAFETY AND WELL BEING PLAN**  
**PRIORITY 4- MENTAL HEALTH**  
*Strategy 3 –Expand the Mobile Crisis Service*

	Actions	Timelines	Notes	Output Indicators	Partners
4.3.1	Increase the hours of operation to provide services 24hrs/day, 7 days week.	1 year		Decreased suicide rates	NBPS
4.3.2	Expand the number of mobile crisis Service teams based on peak demand hours.	1-3 years		*Decreased Incidence response related to Mental Health	NBRHC Health Sector Others...

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