

# Regent Park Community Safety Action Plan

Produced in partnership with:  
Residents, Agencies and Institutions in Regent Park



## Acknowledgements

The Regent Park Community Safety Action Plan was co-created by many people and organizations including:

- Residents of Regent Park
- The Regent Park Community Crisis Response Network
- The Regent Park Safety Network
- The City of Toronto
- Toronto Police Service
- Toronto Community Housing
- The Daniels Corporation
- Regent Park Community Health Centre and Pathways to Education
- The TD Centre of Learning
- The Yonge Street Mission
- CRC
- Kiwanis Boys' and Girls' Club
- And many more

We would also like to acknowledge the hard work of all those involved and thank them for their ongoing participation and commitment to the Regent Park Community. Without community ownership and co-creation of this report and its' recommendations continued improvements in safety and crime prevention would not be possible.



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# Introduction

## Vision

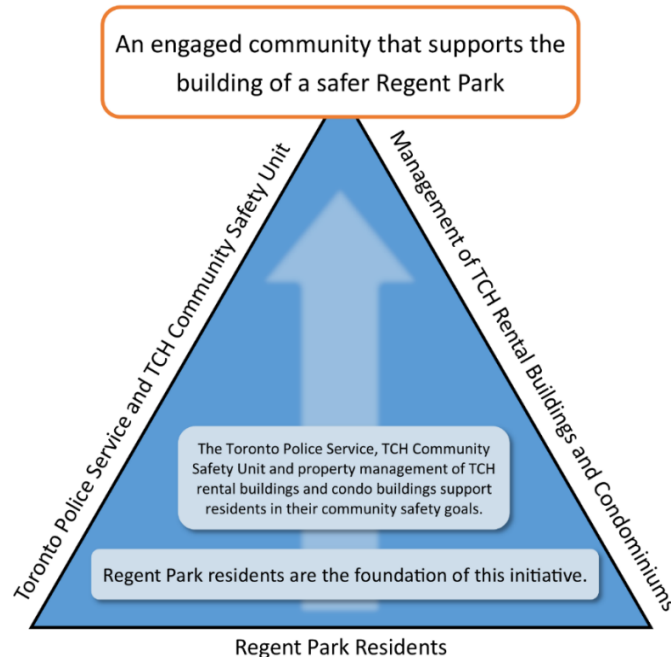
To develop a resident-focused engagement strategy that builds local capacity and leadership skills amongst residents while improving safety in our residents' homes, buildings, and neighbourhood.

## Goals

↑ <b>ENGAGEMENT</b> ↓	<b>1</b> <b>Community engagement is the foundation of our plan</b>	<p>We will increase resident participation and connectivity through a community engagement strategy.</p> <p>Our strategy will allow residents and staff to collaborate in the identification of local safety concerns.</p> <p>Engagement is foundational to our work.</p>
	<b>2</b> <b>Strong understanding of community safety concerns</b>	<p>We will research together with our community, to develop a strong understanding of safety in Regent Park</p>
	<b>3</b> <b>Community mobilization that seeks change; change that improves safety</b>	<p>In collaboration with the Regent Park Safety Network, we will develop an action plan to mobilize residents, staff and partners in community development activities that support improved safety in Regent Park.</p>
	<b>4</b> <b>Increased personal and community capacity</b>	<p>An expanded Regent Park Safety Network, and our Action Plan will increase capacity among residents so they can better prevent and respond to crime through a community development lens.</p>

## Strategy & Plan

We wanted to ensure a holistic engagement of the Regent Park Community around safety:



The Community Safety Action Plan attempts to address the clear concerns among TCH tenants and private-market residents related to the continuous improvement of safety in their community.

We will continue mobilize residents and community partners and engage community leaders and community groups. Further, our strategy aligns with “today’s vision” of community policing that “require that police become better partners with community members.” As the Ontario Association of Chiefs of Police (OACP) note: “police and all community members share responsibility for community policing” and safety.

## Stakeholder Ownership Is Key

Throughout the Regent Park Community Safety Action Plan (RPCSAP), resident ownership and involvement will be imperative to its success. To that end, we are committed to ensuring that the outlined stages of the project will result in a community that is more engaged in the practice of community safety and that this engagement will be measurable through specific success indicators.

Resident engagement is central to all of our efforts; this will allow for greater sustainability and buy-in while producing strong resident leadership and developing partnerships between residents, agencies, Toronto Community Housing, Toronto Police Service and other partners.

Our plan creates the necessary space for residents to talk about their concerns and to feel that these concerns have been heard. We know that our residents are the experts in their community and that

they will be key to developing local solutions to the issues that they raise. Only with residents as equal partners will we see the community endorse and support this work.

## **A Plan That Builds Capacity and Leadership**

Running through the fabric of our strategy is the thread of capacity building and leadership development that allows this program to continue independently. Below we detail the key activities of each stage.

## **Safety Action Plan and Implementation**

Throughout the RPCSAP community capacity building and leadership development will be integral to our processes. Leadership development will especially occur through the Regent Park Safety Network.

Strong leadership and stakeholder ownership will mean that residents, TCH and relevant agencies will partner to develop and implement the **Regent Park Community Safety Action Plan (RPCSAP)** addressing those safety issues raised in the community-based research.

The Regent Park Safety Network will be responsible for the decision-making, planning and monitoring and evaluation related to implementation of the RPCSAP.

## **Regent Park Community Safety Action Plan Launch**

The launch of the Regent Park Community Safety Action Plan will be critical; we will reach a broad audience through activities that showcase our community and our progress in a fun and engaging way.

We will celebrate our gains in community engagement and community safety while recruiting more residents to our networks. We will involve or recruit residents for our ongoing campaigns and share the successes of our completed campaigns.

## **Conclusion**

Taken together, this engagement strategy develops an involved and responsive group of residents who seek to continuously improve community safety in Regent Park.

As well, the initiative creates the groundwork necessary for the RPCSAP to be widely used and relevant in the community. For the RPCSAP to remain relevant and for the community to remain engaged we will ensure this strategy creates the environment in which resident capacity and leadership is sustainable and strong. Strong resident leadership and an engaged community will result when *all* stakeholders take ownership of community safety through information sharing and connectivity, education around safety, research and reporting of safety concerns, the use of effective tools and campaigns which develop local solutions to safety concerns. Only in this context will residents will feel safer in their homes, buildings and neighbourhood.



# Community Safety Action Plan



### **Background to the Regent Park Community Safety Action Plan**

The Community Crisis Response Network (CCRN) and other stakeholders have been working together to create a **Regent Park Community Safety Action Plan** following the violence that occurred in the neighbourhood in 2017 and which continues to happen. The strategy aims to create longer-term solutions to improve safety and prevent crime in the neighbourhood. As part of this strategy we have been meeting extensively with community members and other stakeholders to develop the strategy with a focus on the following priority areas:

- **Creating Safety with a Culturally-Specific Mental Health Plan**
- **Creating a Plan to Connect with Disengaged Youth**
- **Programs and Activities for Youth**
- **Making Regent Park Safer and Learning from the Past**

In December 2017 a large community forum was held to understand resident's understanding of the above topics. In addition, we have also had numerous follow-up focus groups with youth, youth workers, street-involved and homeless people, and others.

Stakeholders in the creation of strategy have included: residents, community agencies, the City of Toronto, Toronto Community Housing, and Toronto Police. This group has formed a "Regent Park Safety Network"; the safety network has been key in developing the attached recommendations. In addition, the Safety Network will work towards being the accountability framework ensuring the implementation of the recommendations. The Regent Park Safety Network will need to engage even more resident participation in its structure.

As noted earlier, stakeholder ownership, (including, especially that of residents) is key in the success of the RPCSAP. The Community Safety Action Plan is one piece of the puzzle and builds on the existing success and work in the community, both through revitalization efforts to improve Community Design and Social Infrastructure and through grassroots, agency and organizational efforts.

## Engagement Strategy

Across Regent Park, we engaged with people in a variety of contexts:

Regent Park Safety Forum	110
Focus Group on "Creating Safety with a Culturally-Specific Mental Health Plan"	
Focus Group on "Creating a Plan to Connect with Disengaged Youth"	70
Focus Group on "Programs & Activities for Youth"	
Focus Group on "Making Regent Park Safer and Learning from the Past"	
3 Workshops with Youth at Pathways	50
2 Workshops with Youth at Nelson Mandela and Central Toronto Academy	30
1 Workshop at the CRC	10
2 Workshops at Drop-in Spaces at Street Health/Regent Park CHC	20
1 Meeting with RPNA	30
2 Meetings with Youth Workers	10
	Total <b>330</b>

In each of these meetings we sought to understand, within the context of the four topic areas, what has worked in the past to prevent and crime and what would work now and in the future to prevent crime across the Park. Further, we examined what is not working and might need to be re-organized in the neighbourhood to better align resources.

Beyond these critical questions, we also developed a strong understanding of the values and principles for successful crime prevention and safety which many saw as critical in the community.

These values and principles are discussed next.

# Values & Principles



### Theory of Change

Together, we will create a theory of change for our neighbourhood as we move together to create a refreshed "Regent Park Safety Network".

### Principles for Change

We believe that improved safety and wellbeing is possible when:

- All people are included
- Collective action is at the core of our plan
- We have a mechanism for all to contribute to change-making
  
- Actions respond to people's cultural backgrounds and identities
- Actions support and include vulnerable people

(Including, but not limited to: people with mental health challenges, homeless people, drug-users, seniors, at-risk youth, youth and people involved with the criminal justice system and others.)

When stakeholders:

- demonstrate their commitment to our plan
- are held accountable for their contributions
- are held accountable for ongoing and transparent communication
  
- Goals are set, evaluated and renewed as appropriate

### Values

We believe in:

- An anti-oppressive, anti-colonial and anti-racist analysis for improving safety of all people
- The value of all people and the value of social inclusion
- The power of policy creation by those directly affected by safety issues ("Nothing about us without us")
  
- Advocacy which fosters equity and safety for all
- The link between poverty-reduction and poverty-elimination work to improvements in safety
  
- The importance of trust and relationship-building for improved safety
- The power of increased social belonging for improved safety
  
- The right of all people to live, visit, work and play in a community where continual improvements in safety and wellbeing are possible

## Implementation of the Action Plan through the Regent Park Safety Network

We envision a newly refreshed "Regent Park Safety Network" that involves both residents and Regent Park agencies and institutions.

### Terms of Reference for the Regent Park Safety Network

*The group is flexible but it was generally agreed that:*

<b>Purpose</b>	Working from a forward-thinking perspective, we will develop and implement a proactive strategy which continuously improves safety and wellbeing in Regent Park
<b>Goals</b>	<b>For year 1:</b> <ul style="list-style-type: none"><li>• Launch the Regent Park Community Safety Action Plan (RPCSAP)</li><li>• Build agency and community support for the RPCSAP</li><li>• Work together on implementing recommendations contained in the RPCSAP</li></ul>
<b>Membership</b>	<ul style="list-style-type: none"><li>• The group will have 12 members</li><li>• 6 members will be residents of Regent Park and 6 members will be staff representing agencies and institutions in Regent Park</li><li>• The group can invite special guests, as it sees fit</li><li>• The group will be diverse and represent Regent Park, as much as possible, geographically, culturally, and with a mix of genders</li></ul>
<b>Quorum</b>	<ul style="list-style-type: none"><li>• 50% residents and staff (i.e., 5 from each group)</li></ul>
<b>Decision-Making</b>	<ul style="list-style-type: none"><li>• Consensus-based with majority decision-making used when a consensus cannot be achieved</li></ul>
<b>Terms</b>	<ul style="list-style-type: none"><li>• 2 years</li></ul>



# **Critical Recommendations for Action**



The **Regent Park Community Safety Action Plan** (RPCSAP) outlines important key strategies. All recommendations have been carefully vetted and require implementation. However, below are 15 priority recommendations which should be implemented immediately. These recommendations are also outlined in their respective sections of this document.

### Creating Safety with a Culturally-Specific Mental Health Plan

- |          |             |   |
|----------|-------------|---|
| <b>1</b> | <b>1.1</b>  | <p><a href="#">Immediately provide mental health training for all stakeholders.</a><br/>Co-create mental health training alongside people with lived-experience; make the training broadly available. Make mental health training mandatory for frontline workers (anyone working with the general public) and consider offering “Mental Health First Aid” courses as starting point.</p>   |
| <b>2</b> | <b>1.2</b>  | <p><a href="#">Co-create trauma counselling training for frontline workers</a> and immediately seek-out resources for families and individuals to receive both short-term and long-term trauma counselling.</p>   |
| <b>3</b> | <b>1.6</b>  | <p><a href="#">Map Programming</a><br/>Map existing mental health services in Regent Park and the broader area to understand services and how they interact with eachother. Determine where services work together and where services work at odds to eachother. Connect services to eachother and eliminate or consolidate services where appropriate.</p>   |
| <b>4</b> | <b>1.7</b>  | <p><a href="#">Collaborate with institutions (City of Toronto, Toronto Community Housing, Toronto Police Service, and others) and service providers to develop a collective mental health service framework for Regent Park.</a></p> <p>Ensure that all parties agree to the common framework; evaluate services and policies ensuring they support stigma reduction and the need for all to live and thrive regardless of their mental health.</p> |
| <b>5</b> | <b>1.12</b> | <p><a href="#">Engage Drug Users in the co-creation of strategies that address mental health challenges and drug use and the ways these interaction with eachother.</a><br/>Work with existing City of Toronto efforts, including the “Toronto Drug Strategy” and explore new and innovative ways in which drug use can be approached from a Public Health lens.</p>  |

## Creating a Plan for Connecting with Disengaged Youth

<b>6</b>	<b>2.1</b>	Expand programming and initiatives to youth ages 10-14. Especially ensure programming or initiatives are preventative in nature. Explore opportunities to work one-on-one with at-risk youth
<b>7</b>	<b>2.2</b>	Immediately develop a “Youth Service Provision Plan” for at-risk and criminally-involved youth using an intensive one-on-one approach. Focus strategic attention on those (relatively few) youth most vulnerable to being involved (or currently involved) in criminal activity. Allow for informality and give latitude and space for youth workers to do this work.
<b>8</b>	<b>2.3</b>	Institutionalize the “Youth Service Provision Plan” across youth-serving organizations. Immediately align funding streams and search for new funding to support a collective and intensive approach supporting one-on-one work with at-risk and criminally-involved youth.
<b>9</b>	<b>2.7</b>	Address the isolation of children and youth immediately. Especially explore how isolation can be reduced for children and youth experiencing homelessness and mental health challenges. Examine how social media can reinforce isolation among youth and work to create additional face-to-face interactions among youth and between youth and youth workers.
<b>10</b>	<b>2.8</b>	Address the isolation of youth workers immediately. Create more opportunities for youth workers to connect and gather both formally and informally. Recognize and address divisions among youth workers. Work to increase relationships and trust among workers.
<b>11</b>	<b>2.10</b>	Recognize the importance of programming and initiatives that support parents. Ensure existing programming is responsive to parents’ needs and assets; recognize that parents can be gatekeepers to children attending youth programming or other initiatives.

## Programs & Activities for Youth

<b>12</b>	<b>3.1</b>	Map youth programming and initiatives across Regent Park. Align programming and responses to support youth most at-risk and evaluate how all youth interventions operate in the neighbourhood.
<b>13</b>	<b>3.2</b>	Make youth co-creators of programming and interventions. Ensure they can support in leading and implementing programming and interventions. Recognize that “one-size” will not fit all and that strategies for engagement should be diverse.

**Making Regent Park Safer & Learning from the Past**

- |           |            |   |
|-----------|------------|---|
| <b>14</b> | <b>4.1</b> | Create strong documentation of past and current efforts to improve safety in Regent Park. Store that documentation in publicly accessible places that will remain publicly available; share the documentation widely and ensure it remains updated.   |
| <b>15</b> | <b>4.2</b> | Refresh the Regent Park communication strategy as it relates to safety. Consider how to communicate proactively and both during and after any safety incident or crisis. Explore traditional (newsletters, phone trees) and emerging communication strategies (text alerts, social media, etc). |
| <b>16</b> | <b>4.4</b> | Empower residents to work with other stakeholders to improve safety and give them tools to do so. For example, consider how safety audits can be planned and implemented by residents. Further ensure that report-backs on safety audits happen at a planned interval.                          |



# 1

## **Creating Safety with a Culturally-Specific Mental Health Plan**





## Immediate Trauma and Crisis Responses

- 1.1** [Immediately provide mental health training for all stakeholders.](#)  
Co-create mental health training alongside people with lived-experience; make the training broadly available. Make mental health training mandatory for frontline workers (anyone working with the general public) and consider offering “Mental Health First Aid” courses as starting point.
- 1.2** [Co-create trauma counselling training for frontline workers](#) and immediately seek-out resources for families and individuals to receive both short-term and long-term trauma counselling.
- 1.3** [Consider culture](#) and align mental health programming to community cultural need based upon the mental health asset map.
- 1.4** [Ensure access to crisis supports](#)  
Examine where, when and how crisis occur in the community and align programming to these needs. Change service delivery to ensure residents can access mental health resources in both preventative and responsive ways.
- 1.5** [Honour those who have died from violence in the community.](#)  
Hold annual public memorials and recognize how community memory impacts collective and individual mental health.

## Programmatic Responses to Mental Health

- 1.6** [Map Programming](#)  
Map existing mental health services in Regent Park and the broader area to understand services and how they interact with each other. Determine where services work together and where services work at odds to each other. Connect services to each other and eliminate or consolidate services where appropriate.
- 1.7** [Collaborate with institutions \(City of Toronto, Toronto Community Housing, Toronto Police Service, and others\) and service providers to develop a collective mental health service framework for Regent Park.](#)  
  
Ensure that all parties agree to the common framework; evaluate services and policies ensuring they support stigma reduction and the need for all to live and thrive regardless of their mental health.

- 1.8** Require that a Regent Park Mental Health framework address people's real and perceived experience with safety. Ensure the framework considers how mental health effects and is affected by safety.
- 1.9** Create peer-based culturally-specific mental health responses. Ensure those with lived-experience and from diverse ethno-cultural experiences drive mental health responses. Recognize the variety of ways in which people grieve and experience mental health based upon their cultural background or lived-experience.
- 1.10** Create a peer mental health survivors network in which those with mental health challenges can connect with others with similar experiences for support and social opportunities. Create space for informal gatherings that help people with different mental health experiences connect with each other.
- 1.11** Create more opportunities for people with mental health challenges to drive and advocate for improved responses by Police to mental health crisis.

## Responses to the Interaction of Drug Use and Mental Health

- 1.12** Engage Drug Users in the co-creation of strategies that address mental health challenges and drug use and the ways these interaction with each other. Work with existing City of Toronto efforts, including the "Toronto Drug Strategy" and explore new and innovative ways in which drug use can be approached from a Public Health lens.
- 1.13** Create more opportunity for stakeholders (including residents and drug users, government, institutions, and agencies) to collectively reduce the stigma associated with harm reduction. Work to bring more people into a positive understanding of harm reduction and its' ability to improve safety. Share success stories in improvements to safety through harm reduction.
- 1.14** Where needed and possible, develop and implement harm reduction policies and strategies for all institutions/agencies operating in the neighbourhood. Consider carefully how harm reduction and mental health supports can positively influence safety. Co-develop strategies with drug users and other stakeholders.

# 2

## **Creating a Plan for Connecting with Disengaged Youth**



## One-on-one intensive support for youth

- 2.1** Expand programming and initiatives to youth ages 10-14. Especially ensure programming or initiatives are preventative in nature. Explore opportunities to work one-on-one with at-risk youth
- 2.2** Immediately develop a "Youth Service Provision Plan" for at-risk and criminally-involved youth using an intensive one-on-one approach. Focus strategic attention on those (relatively few) youth most vulnerable to being involved (or currently involved) in criminal activity. Allow for informality and give latitude and space for youth workers to do this work.
- 2.3** Institutionalize the "Youth Service Provision Plan" across youth-serving organizations. Immediately align funding streams and search for new funding to support a collective and intensive approach supporting one-on-one work with at-risk and criminally-involved youth.
- 2.4** Implement protocols to allow for better information sharing among youth serving organizations. Create unified protocols for engaging youth across organizations, including common confidentiality agreements.
- 2.5** Empower youth workers with discretionary funds that support informal connections and responsive short-term interventions. Allow youth workers and their managers to determine eligibility criteria and mechanisms for quick allocation of funds. Hold youth workers and their managers responsible for effective and strategic use of funds over a year.
- 2.6** Create a youth demographic breakdown of the neighbourhood. Develop this youth demographic breakdown through existing resources and share it widely throughout the neighbourhood. Update it every two years.
- 2.7** Hire youth workers who reflect the population of Regent Park. At the same time, create more opportunities for youth workers to engage youth with lived-experience different from their own.

## Isolation and Gaps in Service

**2.8**

Address the isolation of children and youth immediately.

Especially explore how isolation can be reduced for children and youth experiencing homelessness and mental health challenges. Examine how social media can reinforce isolation among youth and work to create additional face-to-face interactions among youth and between youth and youth workers.

**2.9**

Address the isolation of youth workers immediately.

Create more opportunities for youth workers to connect and gather both formally and informally. Recognize and address divisions among youth workers. Work to increase relationships and trust among workers.

**2.10**

Develop a strong understanding of youth population groups not currently served or poorly served in the community.

Consider, for example, how Muslim youth are missed by current outreach and engagement activities and work together with those already connecting with Muslim youth (including Imams, for example) to strengthen the system overall.

## Youth, Children and Parents

**2.11**

Recognize the importance of programming and initiatives that support parents.

Ensure existing programming is responsive to parents' needs and assets; recognize that parents can be gatekeepers to children attending youth programming or other initiatives.

**2.12**

Explore how to create stronger bonds between younger youth and children (10-14) and their parents. Work with youth and parents (both together and separately) to form ideas for how this might occur.

**2.13**

Create space for mentorship between younger (10-14) and older youth (16-24), especially when younger youth or children have less parental involvement. Explore potential mentorship programming between these groups.

## Physical and Cultural Spaces for Youth

**2.14**

Recognize the issues with current spaces available for youth.

Engage youth to understand how they use (or do not use) current spaces. Co-create a plan to address shortcomings, remove barriers to use and to build upon strengths. Consider whether spaces should be targeted for specific groups of youth or should be made more inclusive.

**2.15**

Understand which youth are not using spaces and determine where youth gather.

Create ways to make spaces more appealing for youth currently not using spaces. Adjust operating hours, if necessary, and ensure spaces are non-judgmental.

**2.16** [Work with and engage youth where they are.](#)  
Engage them at times that work for them. Develop informal un-programmed and safe spaces for youth (especially for youth not using other spaces).

**2.17** [Develop stronger relationships with schools and their neighbours.](#)  
Co-create new opportunities for younger youth and children to use school spaces for recreational uses.

## Media, Storytelling and Youth

**2.18** [Create a strategy for sharing youth stories.](#)  
Allow youth the opportunity to share their story, unfiltered. Explore how social media operates within this context and find new opportunities for youth to share their stories outside of social media.

**2.19** [Develop youth as media spokespeople.](#)  
Ensure youth have a strong voice in the media, both during responding crisis and in the creation of pro-active good news stories.

**2.20** [Have youth co-develop a communications and engagement strategy](#) so that all youth have a strong understanding of programming available in the community. Hire youth to develop social media cross-community engagement strategies for agencies. Ensure the strategy is adaptive and works for the diversity of youth in Regent Park.

**2.21** [Develop a strategy to better inform parents about social media.](#)  
Create opportunities for social media awareness and education across all interactions with parents so that they can learn about social media in both programmed formal ways and through interactions with frontline workers who interact with their children.

Before starting the work on creating awareness of social media with parents, engage them in conversations about what their youth may be involved in; facilitate relationships that ensure parents can understand the impact of social media in the lives of youth.





# 3

## **Programs & Activities for Youth**



## Involving youth in creating programming

- 3.1** [Map youth programming and initiatives across Regent Park.](#)  
Align programming and responses to support youth most at-risk and evaluate how all youth interventions operate in the neighbourhood.
- 3.2** [Make youth co-creators of programming and interventions.](#)  
Ensure they can support in leading and implementing programming and interventions. Recognize that “one-size” will not fit all and that strategies for engagement should be diverse.
- 3.3** [Create conditions for youth to develop peer-to-peer programming or interventions.](#)  
Consider, for example, how bullying can be addressed in the community through peer-to-peer programming.
- 3.4** [Give youth the space and resources to create “youth-culture/counter-culture” programs or initiatives.](#)  
Trust their abilities and provide minimal supervision.
- 3.5** [Build upon and honor existing volunteer work done by Regent Park youth and residents.](#)  
Scale successful initiatives and support the development of new volunteer initiatives.
- 3.6** [Ensure youth are valued for their contributions to the community and agencies.](#)  
Provide compensation or honoraria, where appropriate, but most importantly report back to youth about how their participation made a difference.  
  
Incentive youth participation in programming and recognize that compensation can happen in creative ways such as competitions that drive interest to programming.
- 3.7** [Support youth to be on the boards of Regent Park Youth-Serving Organizations.](#)  
Advocate for the creation of youth-reserved spaces on boards or create/strengthen youth participation in steering committees which give input on how agencies operate and remain relevant for youth.
- 3.8** [Collaborate to connect interventions and resources](#) to support youth at multiple engagement touch points; eliminate interventions that are no longer relevant for youth. Redirect resources to support interventions and programming co-created by youth.

## Youth and the Criminal Justice System

**3.9** Recognize that youth in contact with the criminal justice system are not served by many agencies due to safety concerns.

Explore how bans can have unintended consequences and reduce neighbourhood safety.

**3.10** Develop more opportunities for youth to develop relationships with Police; create spaces for both formal and informal interactions – in and out of uniform.

# 4

## **Making Regent Park Safer & Learning from the Past**



### Community Storytelling, Community Memory and Communications

- 4.1** Create strong documentation of past and current efforts to improve safety in Regent Park. Store that documentation in publicly accessible places that will remain publicly available; share the documentation widely and ensure it remains updated.
- 4.2** Refresh the Regent Park communication strategy as it relates to safety. Consider how to communicate proactively and both during and after any safety incident or crisis. Explore traditional (newsletters, phone trees) and emerging communication strategies (text alerts, social media, etc).
- 4.3** Engage academics in research around safety in the neighbourhood. But be sure that research is community-based, returns value on community investment and is action-oriented. Explore “big data” across all neighbourhoods in this research.

### Resident/Community Relationships and Empowerment

- 4.4** Empower residents to work with other stakeholders to improve safety and give them tools to do so. For example, consider how safety audits can be planned and implemented by residents. Further ensure that report-backs on safety audits happen at a planned interval.
- 4.5** Facilitate volunteer opportunities for residents and allow them to be part of real decision-making and action in community agencies and institutions. For example, provide a clear mechanism for residents to report faulty outdoor lighting on their building.
- 4.6** Facilitate and support resident-led safety responses including safety audits and neighbourhood/vertical watch programs. Develop safety audits that respond to specific population need – such as audits for women.
- 4.7** Develop incentives for the participation of more people in their own safety solutions. Ideally initiatives and programming should be fun and engaging. Programming and initiatives should have a direct benefit for participants and result in change. Consider how payment and honoraria are used within this context.
- 4.8** Connect with other communities’ also experiencing safety concerns. Recognize that safety is not an issue contained by community boundaries. Create structures for inter-community co-operation and safety strategies and secure resources from funders and the City of Toronto for appropriate cross-community strategies.
- 4.9** Examine the ways in which revitalization has weakened social ties and networks. Work to rebuild social networks and to develop new social ties between and across difference.

## Crime Prevention and Safety with Seniors & Vulnerable People

- 4.10** Address isolation among seniors. Develop strategies to expand programming that addresses isolation including “buddy” programs and inter-generational programming.
- 4.11** Examine the ways in which seniors are victims of crime and develop solutions and awareness activities to address these problems. Especially consider how to address unit takeover.
- 4.12** Work with vulnerable populations to co-develop more options for supportive housing. Especially consider how to support vulnerable peoples returning to the community following relocation.

## Spaces for Safety

- 4.13** Create informal spaces for gatherings and animate existing spaces; allow these informal spaces to be used freely and with little or no barriers for their use. Animate spaces that aren’t typically used by the public to encourage greater visibility and community use. These spaces may include areas around older Regent Park buildings.
- 4.14** Create formal spaces for people to meet and discuss confidential safety issues in comfortable environment.

## Security Responses and Standards

- 4.15** Coordinate private security, Toronto Community Housing Community Safety Unit and Toronto Police responses better. Ensure the public knows how these parties are working together and include all of the different private security companies operating in the community.
- 4.16** If needed, develop standards for Toronto Community Housing Community Safety Unit responses. Create mechanisms for people to provide feedback about safety responses and require a report-back mechanism for any complaints.
- 4.17** If needed, develop a clear outline of private security’s roles, responsibilities and reporting structures. Post these roles, responsibilities and reporting structures publicly.
- 4.18** If needed, develop private security standards for professionalism and accountability. Post these standards publicly.
- 4.19** Create a clear pathway for residents and others to address when both TCH and private security standards are not being met. Develop a report-back structure so that complaints are responded to in a timely manner.



- 4.20** Ensure that new private security and TCH Community Safety Unit staff are given an appropriate orientation to their location/assignment. This orientation should include a narrative history, current trespass orders and reporting structures. Whereever possible, work to address staff turnover in security.
- 4.21** Explore hiring residents as private security in their own neighbourhood. Create Community Economic Development opportunities through a social procurement policy for private security contracts.

## **The Regent Park Community Safety Action Plan**

Produced in partnership with:  
Residents, Agencies and Institutions in Regent Park  
September 2018