

**Appendix II
Regional Council Strategic Plan and Term of Council Priorities Update**

Additional Progress Highlights for the Term of Council Priorities

<p>Enhance Senior's Supports and Services</p>	<ul style="list-style-type: none"> • Through the Telephone Companion Program, a partnership was developed with Volunteer Services, Housing and Adult Day Services to address isolated seniors in Peel Living buildings during the COVID-19 pandemic. • Implemented a new iPad Lending Library to Adult Day Services clients and caregivers, with 85 iPads available for use. • Installed 15 rest area benches in areas with a high seniors' population to enhance services for seniors and meet the Integrated Accessibility Standards Regulation. • Conducted the Housing Solutions Lab with seniors to understand housing needs, preferences and co-design solutions to inform pilot and implementation options.
<p>Expand Community Mobility</p>	<ul style="list-style-type: none"> • ToCP work plans had to be adjusted to accommodate critical response to COVID-19. As a result, there are no additional achievements to report at this time.
<p>Improve Service and Confidence</p>	<ul style="list-style-type: none"> • Implemented an Abusive Client Policy, which provided staff with guidelines on how to address and respond to abusive client behaviours experienced during the COVID-19 pandemic. • Launched the Digital Service Delivery project to improve digital services across the organization, funded through the Provincial Audit and Accountability Fund.
<p>Build Environmental Resilience</p>	<ul style="list-style-type: none"> • Worked with the provincial government and other stakeholders to advocate for regulatory change in the management of compostables due to proposed changes to the Food and Organic Waste Policy Statement issued in October 2020. • Launched the Region's Excessive Idling Report to support the Anti-Idle Campaign in July 2021.
<p>Transform Housing Service Delivery</p>	<ul style="list-style-type: none"> • Initiated pre-construction activities for the East Avenue (151 units) and Brightwater (150 units) affordable housing sites for families, seniors and singles which will be owned/operated by Peel Housing Corporation and the Region. • Relaunched the My Home Second Units Renovation program in 2021 with over 40 applications received. • Continued the redesign of the Client Service Pathways with a pilot of the new approach and integration housing technology solution in 2021. • Received Regional Council approval (Resolution 2021-888) in July 2021 for changes to the Housing Service Transformation Needs-Based Subsidy Prioritization Approach and Policy.
<p>Enhance Supports for Employment</p>	<ul style="list-style-type: none"> • The Employment Policies and Trends report was endorsed by Regional Council (Resolution 2020-157). • Regional Council approved the Major Office Financial Incentives program (Resolutions 2021-453 and 2021-455). Draft employment policies and mapping have been released for informal public consultation.
<p>Advance Community Safety and Well-Being</p>	<ul style="list-style-type: none"> • Convened the Family Violence COVID-19 Response Table to respond to the needs of victims of abuse during the COVID-19 pandemic. • Signed a stakeholder agreement with over 22 Community Safety and Well-Being Plan (CSWB) partners to demonstrate commitment to the plan.

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	<ul style="list-style-type: none">• Supported advocacy efforts addressing family and intimate partner violence to enhance system capacity and support one-time emergency funding of \$270K to Safe Centre of Peel (Resolution 2021-867).• Developed Anti-Human Sex Trafficking (AHST) internal protocols for the Community Access and Early Years and Child Care divisions, establishing official processes and systems to support victims, survivors and/or individuals at risk of human trafficking.
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