

Classification **PUBLIC**

Meeting **July 3<sup>rd</sup>, 2014**

Agenda Item **Monitoring Report:  
Treatment of Residents and Visitors**



Recommended Motion:

**THAT the Board finds that all provisions of the *Treatment of Residents and Visitors* report have been complied with.**

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**Treatment of Residents and Visitors**

I hereby submit my monitoring report on your Executive Limitations Policy, “Treatment of Residents and Visitors” according to the schedule set out. This is the first monitoring report for this category for annual review of 2013. I certify that the information contained in this report is true.

Signed: \_\_\_\_\_  
Chief of Police

Date: \_\_\_\_\_

**BROADEST POLICY PROVISION:**

*“With respect to interactions with residents and visitors to Durham region, the Chief of Police will not cause or allow conditions, procedures, or decisions that are unnecessarily unsafe, undignified or intrusive for anyone.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this Policy Provision that it is in fact broad based and does speak to issues not necessarily covered in the specific policies set out below. This policy in fact would encompass core values, the need to treat everyone with dignity and respect. It is my further interpretation that our members are authorized by the law to conduct activities such as the Use of Force that are necessary in the performance of our duty and to accomplish ends. Therefore use of those authorized tactics is “necessary” and does not contravene this policy.

## **Data Support:**

Many of our documents reflect the Service values and they are regularly discussed with our members. These would include our Vision, Oaths of Membership, Annual Report, Business Plan and so on. In addition to those items, our directives are relative to police operations and current to the state of the law with respect to searching of persons and other tactics that police officers employ that otherwise might be considered to violate the spirit of this policy. These are supplemented by Information Technology systems in place to keep our information secure.

## **Policy Provision #1**

*“Further, without limiting the scope of the foregoing by the enumeration, the Chief of Police will not:*

*1. “Elicit information for which there is no clear necessity.”*

## **Interpretation of the Chief of Police:**

It is my interpretation of this policy that it applies to the collection of information from residents and visitors in all transactions conducted by the Durham Regional Police Service. It is my further interpretation that information elicited by members and the Service as a whole in carrying out our duties pursuant to the *Police Services Act* specifically and all other statutes generally, is deemed to be necessary.

## **Data Support:**

Officers can only make enquiries concerning bona fide police functions. Information collected is recorded in appropriate documentation for which there is a monitoring process to ensure standards are achieved when collecting information. Legislation such as the *Youth Criminal Justice Act*, *Municipal Freedom of Information and Protection of Privacy Act*, case law regarding disclosure, Adequacy Standards under the *Police Services Act*, Service directives, CPIC by-laws, *Nuclear Safety and Liability Act* and the record retention by-law all ensure that data is treated with the requisite degree of security required. Pursuant to the *Municipal Freedom of Information and Protection of Privacy Act* all non-law enforcement documentation collecting personal information contains a “Notice of Collection” indicating the purpose and legislated authority

**Therefore, I report compliance with this provision.**

## **Policy Provision #2**

2. *“Use methods of collecting, reviewing, transmitting or storing information that fail to protect against improper access to the material elicited.”*

### **Interpretation of the Chief of Police:**

It is my interpretation of this policy that the Durham Regional Police Service complies with the provisions of all statutes governing this area, including but not limited to the Board’s Records Retention By-law as established under the authority of the *Municipal Act*, CPIC By-Laws, *Nuclear Safety and Liability Act* and the requirements of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). That further, the police service will afford all methods available to ensure the integrity of the storing of said information is safeguarded.

### **Data Support:**

It is a continuing requirement for all members of the DRPS to take an Oath of Secrecy. CPIC access standards, two factor authentication, password protection, encryption and strict operating procedures surround the release and access to confidential information.

Periodic audits continue to be conducted on police information systems such as the Virtual Mobile Data Terminals (VMDT), Media One, E-parade, and Microsoft Outlook to ensure the content is professional and appropriate and does not contravene any legislation.

Personal information gathered for non-law enforcement purposes, such as Criminal Information Request (CIR) applications, is permitted as long as a ‘Notice of Collection’ is included on the form so that the individual providing the information is aware of the purpose and legislated authority for the collection of their personal information. The DRPS has a ‘Notice of Collection’ on all non-law enforcement forms used to collect personal information.

Personal information collected by Human Resources regarding employment with the Service is not covered by MFIPPA and is therefore not *required* to have a ‘Notice of Collection’ included, however, in keeping with the spirit of the privacy legislation the DRPS has included this information on the Notice to Collect Personal Information form, completed by all potential employees.

Transmission of information is done through various mediums, including CPIC, fax, e-mails and post/courier. The DRPS has a number of Directives covering these methods: Internet Use by Police Service Members; CPIC – Security, Capabilities and Use; and Records Management/Request for Officer Interview. Further, the release of information, whether it is through an FOI request or a routine release to an outside agency, is carefully monitored through the Information Release and Privacy Coordinator. It is noteworthy that there were no Privacy Breaches reported to the Information and Privacy Commissioner Ontario over the past twelve months.

**Therefore, I report compliance with this provision.**

## **Policy Provision # 3**

3. *“Fail to operate facilities with appropriate accessibility, privacy, and safety for residents and visitors to Durham Region.”*

## **Interpretation of the Chief of Police:**

It is my interpretation of the policy that our facilities are to meet Ontario Building Code requirements, *Accessibility for Ontarians with Disabilities Act* requirements, and further to provide ease of use and a sense of comfort, safety and well-being to our customers.

## **Data Support:**

Our buildings, meet the requirements that would provide for appropriate accessibility, privacy and safety.

## **Services available in each Division (during open hours or as otherwise noted):**

- Criminal Information Requests
- Freedom of Information Requests
- Destruction of Fingerprint Requests
- Incident Reports
- Property Reports
- Accident Reports
- Vehicle Release
- Public Complaints
- General Inquiries

## **Open to the Public**

Central East Division in Oshawa and West Division serving Ajax and Pickering continue to provide full time public access 24 hours a day / 7 days a week for most services other than Criminal Information, Freedom of Information and Destruction of Fingerprint requests that are available during Monday to Friday 7 a.m. to 9 p.m. Central West Division in Whitby is open to the public weekdays from 7 a.m. to 9 p.m. East Division in Bowmanville is open weekdays from 8 a.m. to 4 p.m. while North Division in Port Perry is open weekdays from 8 a.m. to 5 p.m. The Durham Regional Police Reporting Centre, 650 Rossland Road East, Whitby is open weekdays from 7 a.m. to 9 p.m. and weekends and holidays from 10 a.m. to 6 p.m. providing Incident Reports, Property Reports and answering general inquiries. Collision Reports can be taken at the Accident Support Services Collision Reporting Centre at this location from 7 a.m. to 9 p.m. weekdays and 10 a.m. to 6 p.m. on weekends and holidays.

Emergency telephones that ring directly to Communications/911 are located at the three Divisional buildings which are not open 24 hours, (North, East and Central West and also at the Regional Reporting Centre and our four Community Police Offices (Beaverton, Uxbridge, Courtice and South Oshawa).

## **Information Release Unit**

The Information Release Unit is located in the same building as Central West Division and offers while you wait processing of Criminal Information Requests and digital fingerprinting as required, to the public weekdays excluding holidays from 7:00 a.m. to 5:30 p.m. The public is kept up to date with the expected response time for these documents by posting notices at each station and updating our external web site on a weekly basis.

## **Property Unit**

The Property Unit located at 19 Courtice Court, Courtice offers scheduled appointments for the return of property to owners or their agent weekdays excluding holidays from 8 a.m. to 4 p.m.

### **Kids Safety Village**

The Kids Safety Village operates on scheduled school children visitations and public events throughout the year.

### **Accessibility**

All Divisions, Community Policing Centres and the Regional Reporting Centre have barrier free public access. East Division currently has poor accessibility but will be remedied when the new East Division is open in 2015. The Uxbridge Community Police Office does not have a lobby with direct public access. Rather the public must come in through the Youth Centre located at the front of the building.

East Division, West Division, the Regional Reporting Centre and Property Bureau are buildings with either a basement and/or second storey but do not have an elevator. The lack of an elevator affects staff rather than the public.

The public counter located at the Property Bureau is located at the top of a set of stairs and is not wheelchair accessible and does not have an electric door operator. In the event accommodation is required accessible parking is available on the west side of the building along with a ground level entrance which has a door bell to notify staff of someone's presence.

The sidewalk leading to the public entrance of the Regional Reporting Centre was replaced in May 2014 to eliminate tripping hazards caused by uneven concrete and the slope to the pavement was extended to improve accessibility access.

### **Directional Signage**

All Divisional and Community Policing Centre facilities have signs on streets and roadways to direct the public to the building, and off-hour access to police services via a hotline.

### **Safety**

DRPS facilities are operated and maintained in a safe manner. Issues reported to Facilities are addressed promptly. Mandatory inspections of Service facilities are performed on a monthly basis by members of the Health and Safety Committee. There are no significant outstanding issues.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 4**

4. *“Fail to establish with residents and visitors to Durham Region a clear understanding of what may be expected and what may not be expected from the services provided.”*

### **Interpretation of the Chief of Police:**

It is my interpretation of this policy that we are to make sincere efforts to inform and educate our citizens and take into account their feedback. It is my further interpretation that the activities described below continue to fulfill this requirement.

## **Data Support:**

The following organizational activities all support our achievement of this policy and are listed below:

- Daily Media and Public Interactions from Corporate Communications
- Community Liaison Committees (e.g. committee on diversity issues)
- Annual Report compilation and distribution
- Business Planning Process
- Monthly Board meetings (public sessions)
- Distribution of monthly PSB Highlights packages
- Briefings to Council (Municipal and Regional)
- Daily Updates to the external Web site ([www.drps.ca](http://www.drps.ca))
- DRPS Facebook and Twitter accounts (corporate and divisional)
- Community Police Office and Municipal Council Interactions
- Community Speakers, including presentations at recruiting fairs, senior safety presentations etc.
- Building signs and road signs directing the public to police facilities
- Interagency Partnerships (e.g. Joint Forces Operations, reciprocal service agreements, school safety presentations)
- Public Visitation Centres (Community Police Offices, satellite Community Policing Centres, and the Police Learning Centre all provide a point of contact for citizens within the Region)
- Public Needs Survey

As of June 20th, 2014 Corporate Communications has issued 323 formal media releases this year, which is consistent with past years. In 2013, DRPS issued 838 formal media releases, the highest level of public information sharing in the history of the DRPS. Corporate Communications responded to about 5,000 media/public phone calls and about 3,000 media/public emails. These media releases also made reference to the DRPS website, Facebook page and Twitter accounts, as well as the Durham Regional Crime Stoppers telephone line, which encourages confidential tips. Our website ([www.drps.ca](http://www.drps.ca)) has a wealth of information for the public, including public safety tips, updates on investigations and images of wanted suspects.

Our external website has attracted over 700,000 visits so far in 2014 and has generated over 30 million hits. In 2013, there were 1.5 million visits and 58 million hits generated by the website. In terms of social media, we now have 3,625 “likes” on our corporate Facebook page and 6,219 followers on the corporate Twitter account. All five Divisions are now active on Twitter, sharing local information with their communities.

With respect to the Community Police Offices I report the following;

### ***Diversity Advisory Committee (DAC)***

The Diversity Advisory Committee (DAC) was established to deal with challenges that impact the diverse communities of Durham Region. The appointed citizens to the committee sit as a consultative and advisory body to the Office of the Chief of Police.

The vision of the DAC is to enhance harmony and communication between the community and the Durham Regional Police Service in the interest of providing increased public safety. Our mission is to create a mutual partnership between the community and the DRPS. We work collectively to create an environment of trust and openness to stimulate dialogue that results in a safer community.

The DAC assists the DRPS in recognizing and responding to rapid social change in the external environment that creates challenges that may affect the internal police organization and the ability of the DRPS to respond equitably and fairly.

Due to the increased demands on our police service and challenges in the community, a focus on mental health and wellness has become a priority for the DAC in 2014. Having members of the committee working with members of our service will assist in giving the Chief a unique community perspective on the expectations and perceptions of our residents.

## ***NORTH DURHAM***

### Responsiveness - Project – Connect North Durham

Phase two of the pilot project – “Connect North Durham” will move forward into the community of Beaverton on September 6<sup>th</sup>, 2014. In 2013 North Division interconnected with the Town of Cannington as the first stage of the pilot project to connect the North Durham communities to the police via-email. In total 171 of 172 homes requested and have been connected to the police. The idea is to ensure that members of the community are updated first hand of issues that affect them or their community. This has been a great success and it is anticipated the residents of Beaverton will embrace this as well.

### Police and Youth Strategy

North Durham School Resource officers working in partnership with Brock High school audio visual students and school administrators developed the first in an anticipated series of short videos in relation to youth and police. The first video, an introduction for parents and new students entering Brock High school provides information on the role of police within the school. Additional videos, 1-2 minutes in length will be developed addressing topics such as bullying, motor vehicle etiquette in relation to school property and adjoining neighborhoods, drug use, available social service agencies and support groups for students and parents. The videos are placed on the Brock High school web page and accessible to students and parents at any time.

### Diversity - Youth

On June 7<sup>th</sup>, 2014 Detective Sergeant Phil Lillie accompanied twelve youths and the youth coordinator from the Mississaugas of Scugog Island First Nation in an event entitled “the Gathering of the Four Directions”. This was the first event of this type involving aboriginal youth, police and community members. The Gathering is a collaborative partnership involving the Alderville First Nation, police officers from York, Peel, Durham and Toronto, and City of Toronto Parks and Recreation staff. The purpose is to create an enriching experience of native heritage and culture that will promote beneficial relationships between the participants and lead to future events in different locations.

The event involved participants canoeing along the historic Humber River, a walk to Etienne Brule Park for a feast and to receive teachings that bring forth the perspectives of the first people who settled along the banks of the Humber.

The event was an incredible success and will pave the way for a similar event occurring in Durham Region in 2016 lead by our police service in conjunction with the Mississaugas of Scugog Island First Nation.

#### Diversity

On June 21<sup>st</sup>, 2014 DRPS partnered with the Mississaugas of Scugog Island First Nation in National Aboriginal Day celebrations. During the event Chief Paul Martin, senior police service leadership and officers joined Chief Kelly LaRocca, band Elders and band members in the ceremonial smudging of motorcycles from Durham, York and Toronto Police Services.

A significant portion of the event was the unveiling of a new vehicle decal identifying the renewed relationship between the Mississaugas of Scugog Island First Nation (MSIFN) and the Durham Regional Police Service. The decal, a medicine wheel design signifying equality and respect for all people will be affixed to all North Division police service vehicles.

Beginning in August 2014 Chief Kelly LaRocca will be in attendance at North Division to provide a series of talks in relation to First Nation history to our members. The discussions will include a focus on the history of the Mississaugas of Scugog Island First Nation in the Durham Region. Following the conclusion of the presentations the PEIC and Chief LaRocca will be coordinating the implementation of a service wide First Nation e-learning module to our members. The initiatives provide an educational opportunity for our members and continue to demonstrate our commitment to providing police services that are sensitive to the needs of our diverse communities.

#### Crime prevention -Seniors Concerns

North Durham like many other areas is experiencing an increase in senior issues due to the changing demographics of an aging population. Fraud offences are of particular concern to our senior residents who are often very vulnerable to an increasing number of sophisticated fraudulent scams.

North Durham officers along with Constable Dawna Murray the DRP Community Resource Officer work in partnership with administrators of local seniors residences in presenting seminars to assist in increasing public awareness. Presentations have been held in Beaverton, Uxbridge, Port Perry, Sunderland and Cannington.

Constable Murray works closely with representatives from several external agencies to assist with the day to day issues facing our senior's community to ensure the proper support services connect with those requiring assistance and to lessen the calls for service to our police service.

Elder abuse and mental health are other notable concerns, Constable Murray and the members of North Durham frequently refer seniors and their family members to our partner resource agencies for assistance.

Home visits in conjunction with community support agencies are a normal practice for North Division officers when addressing these issues. Through our continued partnership and needs assessment CMHA is in the process of opening six crisis beds in the Cannington area.

Representatives from DRPS, Pinewood, CMHA and Brock Community Health Centre meet regularly to discuss the increasing need for programming in North Durham, and in specific the Beaverton area. Together these representatives have been able to put into place supports from Pinewood and CMHA



on the 3<sup>rd</sup> Thursday of each month. The Township of Brock has donated space in the town offices to facilitate referral outreach.

Detective Sergeant Phil Lillie is a member of the Board for the Brock Community Health Centre and Constable Dawna Murray is the DRPS representative with the Rights Review Committee Community Living North Durham and the Elder Abuse Network.

### ***EAST DIVISION***

The East Division leadership team are focused on community based problem oriented, intelligence led, policing outcomes contained in our 2014 Community Patrol Plan to uncover and respond to root causes of problems and to adequately respond to the daily requests for police service from our citizens. As indicated in our business plan, East division focused on delivering a balanced approach to its Community patrol plan of safety in Open Areas, Safe Roads, Violent Crime and a focus on property crimes.

#### Responsiveness

Recently East Division has undertaken using Twitter on social media and use the account daily to post relevant information to the community and review feedback. Staff from all sections of the Division has access to post on Twitter and have received social media awareness training. Media inclusion and messaging to the community continues to be included in our planned initiatives and daily interactions.

As part of our commitment to communicating with our community partners, Inspector Kluem attended Clarington municipal council and provided a presentation of significant police activity undertaken in support of providing effective policing to the community as described in our 2013 Community Patrol Plan.

East division proudly participates in a variety of community events including; *Walk a Mile in Her Red Shoes* in support of ending domestic violence as sponsored by Bethesda House; Clarington - *Take back the night* walk, Clarington Community Safety Day, Bethesda House Annual Dinner, the Mayor's Golf Classic, and the Community Living Oshawa and Clarington Gala to name a few.

The Boots and Hearts Country Music Festival of 2013 was a success with very minimal police intervention required and over 25,000 people attending over four days at Canadian Tire Motorsport Park. In 2014 the Boots and Hearts Music Festival has expanded with over 40,000 people expected. The festival will run over the last week of July and first weekend in August in 2014 and has grown in three years to be the second largest music festival in North America. Durham Regional Police are part of a collaborative of event organizers, Municipality of Clarington officials, private security, fire and EMS to work cooperatively to ensure public safety under a unified command structure at this event. Extensive planning continues to take place to organize for this event.

#### Crime Prevention

Our approach to property offence investigations has utilized a collaborative approach including Divisional Criminal Investigations; lock it or lose campaigns with front line and auxiliary members, Clarington Safety Committee, and Fire House Youth Centre staff. Our Divisional Services officer has lead several crime prevention community canvassing strategies in neighborhoods affected by property crime. Reported property crime is decreasing in Clarington. Compliance checks are an ongoing priority with numerous checks on offenders on various forms of judicial release conditions

completed by Clarington officers. Clarington is assisting with a service wide human trafficking project to protect its citizens.

### Roadway Safety

Our traffic services coordinator has formed a partnership in Clarington between the Ministry of Transportation, front line officers, and members of our traffic management unit to action commercial motor vehicle safety roadside inspections which have run at various times throughout the year most recently on June 3<sup>rd</sup> 2014. Additional proactive traffic work includes Road watch, distracted driving blitzes, use of our speed board and working on our key traffic collision zones identified through traffic pattern analysis by our DRPS Analyst. Motor vehicle collisions in the targeted areas are decreasing.

Impaired driving is a year round priority and a joint agency collaborative RIDE was accomplished with Clarington Fire and local Paramedics at the end of 2013 which was picked up by local media. Quality of life related calls for service are still trending downward as per our reported statistics from D.R.P.S planning Unit. Criminal driving offences are trending higher as more violators are identified through focused proactive attention.

### Youth

Our School Liaison officers and Detective Sergeant identified youth in the community and provided a community citizenship award for selected youth who acted responsibly and significantly in the community. Two awards were given to two teenage girls who helped police identify a criminal stalker of children around a Clarington high school in 2014. They received the award with their families in attendance, on June 3<sup>rd</sup>, 2014, at Regional Headquarters. This youth citizenship award originated in Clarington and has now expanded to include nominations from all Divisions with presentations at Headquarters to youth identified in each Divisions area of responsibility.

East Division leadership continues as an active partner of the Clarington Safe Community Committee. Various stakeholders include; the local school board, the John Howard Society, The local Business Improvement Association, Clarington Emergency Services, Ontario Power Generation, the Fire House Youth Centre, Elected Officials, Clarington By-Law and other municipal offices. Community Safety issues are discussed and community action is undertaken by the stakeholders. This year the committee conducted a Clarington community cleanup day which included a planned Graffiti abatement initiative.

## ***CENTRAL EAST DIVISION***

### Crime Prevention – public order maintenance Canada Day celebration

The DRPS Auxiliary officers support the Durham Regional Police Service in many ways, including assisting with searches for missing persons and the providing of crowd and traffic control at large scale events. The total numbers of hours Auxiliary officers have performed in 17 Division from 01Jan13 to 18Jun14 is an impressive 1,972. Their cost free involvement at fundraising events throughout the city has allowed successful, safe campaigns in support of charitable events.

Their expertise in traffic management and in the effective movements of large crowds of people cannot be overemphasized. Their success is a testament to their commitment and level of training. Their success at Canada Day in Oshawa each year is a telling example of their efforts.

Canada Day is the largest event planned in the City of Oshawa on an annual basis. There is a consistent presence of Durham Regional Police Auxiliary officers who are responsible for traffic control on the perimeter of the park. Security is provided by Durham Regional Police pay duty officers. In conjunction with our community partners, local community members and the City of Oshawa, the Durham Regional Police proudly participate in this celebration of our nation's birthday. Specialty units such as K9 and Air 1 educate and interact with community members. In keeping with the Durham Regional Police Service vision, "to have the safest community for people to live, work or play", the Central East Division prepared a Community Safety Initiative to proactively address the Canada Day event.

It is estimated that close to 25,000 citizens attended the Oshawa waterfront in 2013 making it the second largest Canada day celebration in Canada. The location is particularly troublesome due to the existence of only one primary point of entering and exiting. The moment the fireworks demonstration is completed; all attendees attempt to exit simultaneously. The auxiliary offers display patience and professionalism that ensures the crowds are managed safely and vehicular traffic flows smoothly. The manner and ease at which they move large numbers of pedestrians and vehicles ensures the safety of the attendees and adds greatly to the enjoyment of the event. I can also report that the 2014 event which occurred recently was also a success and can be attributed to our advanced and collaborative planning.

#### Youth - Partnership with Durham Housing

In late 2013, the DRPS Central East Division partnered with Durham Region Housing (Oshawa) in a series of discussions to create an impactful strategy to alleviate the feeling of seclusion some youth are feeling that reside in specific housing facilities in south Oshawa. We have committed to work together to engage and support the youth living in the facilities through continued positive interactions. The focus of the attention will be on those youth that are at risk for criminal activity and are having difficulty fulfilling their potential. The goal is to work strongly towards removing barriers to their success and create an environment where these youth flourish and become positive members of our community.

To support this, Central East Division has committed to frequent and unannounced roving visits in the highly visible POU Command truck. The vehicle garnishes much attention and becomes a natural gathering point for curious youth to ask questions of officers. In March break of 2014, the POU truck was brought to the Ritson Rd South housing complex where officers provided complimentary pizza to the youth. The local residents warmly welcomed the officers and many meaningful conversations occurred. The success is encouraging and future visits are planned to nurture communication and feelings of trust with the youth.

#### Youth – Habitual Missing Child

A local youth began habitually running away from school and home since 2012 when he was only 8 years old. He appeared much younger than his 8 years. Information showed that he fled locations when he believed he was not been treated fairly, or had been involved in a conflict of any kind. He appeared very strategic and crafty in his evasive efforts. He would choose routes of travel that are not

located on main streets etc. He often turned up at highly populated areas, such as shopping malls and Costco (located hiding under a shelf eating a box of granola bars). Upon being located he uttered comments about hating his family, and his life. Extensive police involvement was necessary in several capacities. Patrol officers responded to search for the youth on numerous occasions. School Liaison Officer (PC Wilson #864) followed up with the family, school and met with the youth personally. Because of his young age, the police response has been immediate, exhaustive, and time consuming. Safety measures were put in place after each of the incidents to lower the risk of flight. Several safety measures were initiated at school such as the youth wearing a safety vest when outside for easy viewing along with being escorted at all times when on school property.

A collaborative meeting took place on May 22, 2013 between the parents of the child, Police, DDSB (school, psychiatrist, social worker) CAS, and Kinark Services. The youth's behaviour was discussed in detail and strategies were created to better assist his needs. DRPS input was significant and played an important role in detailing important information about his past. It was discovered that there were mental health issues that assisted in explaining the behaviour.

Since the meeting of collaborating service agencies and subsequent support measures put in place for the youth, there have not been any incidents of him being reported missing to police. He has continued to attend Hillsdale PS and is currently in grade 4. He is working in the classroom and is able to go outside for recess with the other students. He has continued working with Kinark Youth Services and CAS has been working with the family. PC Wilson #864 has continued to work with him periodically for support in the school and remains committed to his well-being. The efforts of PC WILSON have eliminated the chronic use of police resources to locate this youth and established a foundation for mutual trust between this youth and the police.

#### Roadway Safety

Spear headed by the efforts of our Traffic Coordinator (PC Robin JOHNS #3399) Central East Division has demonstrated its commitment to traffic safety and in particular to offences impacting school zones. PC Johns is the cornerstone of the Central East Traffic Safety Plan and has provided efficient and appropriate support to our operational initiatives. He personally issued in excess of 1500 PONS in 2013 and is on pace for similar results in 2014. He provides leadership, direction, and coordination for the many traffic initiatives that are undertaken in the Central East division. The "In the Zone" traffic initiative is run within Central East Division beginning the first week following any extended school break. Initiatives take place in January, following March Break, throughout the summer months, and in September. Also of note, of the 60 school bus infractions issued within the Region of Durham in 2013, 34 were issued by Central East Divisional officers. Focus is directed to school areas, including stop signs, community safety zones (speeding) and school bus drop off and pick up areas. Special attention is also directed at specific intersections identified as "high accident intersections". As an example, during the week of March 25 - March 28th, 2013, 91 Provincial Offence Notices were issued at these intersections. Offences included cell phones; disobey stop signs, red light infractions, and smoking in a motor vehicle with child present.

In 2013, the Central East Division issued the most PON's of any Division in the DRPS. This is a direct outcome of Central East Division's commitment to traffic safety.

## Crime Prevention/Law Enforcement - Project "Cyclone" (17 CIB)

An 11-month investigation into Commercial Break and Enters in Durham Region culminated in the arrest of an Oshawa man. Led by the Central East Division CIB Break and Enter team (BEAR Unit), the investigation began in March of 2013 after a business on Taunton Rd East in Oshawa was broken into overnight. The break and enters that followed were sporadic and spread throughout the GTA. The BEAR Unit identified a suspect in January 2014, resulting in the formation of Project "Cyclone". Investigators determined that a single suspect was responsible for numerous break and enters in Oshawa, parts of Durham Region, and nearby jurisdictions. The investigation utilized innovative investigative techniques that resulted in the successful arrest of the accused. The accused was charged with 22 incidents of Break and Enter. The accused quickly pleaded guilty and was sentenced to a significant period of incarceration. Importantly, since the time of his arrest there have been no reports of incidents in our jurisdiction consistent with the "modus operandi" utilized by the accused. The efforts of the investigators successfully prevented the continuation of a multijurisdictional crime spree.

### ***CENTRAL WEST DIVISION***

#### Crime Prevention

Central West Division has worked extensively throughout 2013 in an effort to educate the residents of Durham Region regarding "crime prevention". Within the 2013 Central West Community Patrol Plan, the area of "property crimes" was identified as a key priority. With that objective in mind, comes the recognition that a significant number of property crimes are considered "crimes of opportunity". In other words, the lack of knowledge or realization of the role played by a victim is a key contributor towards "victimization". To that end, Central West Division utilized the services of "Corporate Communications" to provide media releases specific to property crime offences and how to better protect oneself. Additionally, numerous "lock it or lose it" campaigns were established throughout the year. These initiatives were designed to interact with the residents and remind them to keep valuables out of sight or removed and to lock their vehicles. General Patrol Officers and Auxiliary Officers worked in unison usually commencing the program just after the dinner hour. This allowed the officers the opportunity to speak with area residents advising them of the crime trends and how to protect themselves. Further, these initiatives were also commenced during the Christmas holiday season throughout area parking lots. Lastly, several community meetings were arranged to provide an overview of property crimes, crime trends and once again, how best to protect oneself.

This focus on property crimes has spawned a committee to collectively address loss prevention and how each retail store deals with these thefts. Since the inception, Detective Constable Mamers has been able to provide the Loss Prevention Managers education concerning crime trends within Durham Region which could directly affect their respective corporations. Additionally, they have also shared intelligence and trends with D/C Mamers which provides the DRPS with investigative value.

Throughout 2013 and beyond, Central West Division ran three separate projects that dealt with a disturbing trend that spoke to modern day slavery. Through “intelligence led policing” it was recognized that our statistical information on crime and disorder calls for service in the area of our hotels spread along the 401 corridor. This information led to three projects; Project Spencer, Project Armstrong and Project Northern Spotlight. The information gleaned from Project Spencer and Armstrong provided the DRPS with its first conviction for the charge of Human Trafficking. Both projects provided the necessary information to move forward with a National initiative; Project Northern Spotlight. The intent of Northern Spotlight was again, twofold; rescue victims of Human Trafficking and bring attention to Human Trafficking (modern day sex slavery). Northern Spotlight was a National initiative involving 27 Police Agencies from Across Canada, 185 officers and support personnel, 34 towns/cities involved. There were a total of 342 females interviewed and offered support, the youngest being 15 years of age.

As a result of our initiatives, members from Central West Division were invited to attend Zone 2 OACP meeting to provide an overview of what was discovered and the strategies being utilized to combat this criminal enterprise. In addition, members of Central West Division have spoken to Members of Parliament and established significant partnerships with Non-Governmental Organizations. Lastly, there was significant media coverage related to these investigations. In an effort to address one of the key components to Northern Spotlight, Inspector Saliba and Sergeant Kapuscinski attended television and radio interviews to bring about awareness. In addition, Inspector Saliba and Sergeant Kapuscinski attended at the Police Services Board and Whitby Council to provide an overview on the investigations. This educational component is still being carried on.

Each year Central West Division establishes a TAGG (Trespass, Alcohol, Gangs and Graffiti) Unit. This unit is a full time deployment over the summer months utilizing bicycle patrols. These bicycle patrols allow the officers the opportunities to get into parks and green spaces not normally patrolled by conventional methods. Each year the TAGG officers establish themselves proving the importance of the unit. In 2013, during the first several weeks of deployment, TAGG officers Barnett and Wray observed a substantial increase in the amount of graffiti that was on public and private property. Due to the patrols being primarily on bicycles, they observed a great deal of graffiti behind plazas, under bridges etc. Officers began to catalogue the areas being targeted and identify paint signatures attributed to the specific individuals.

In addition to their calls for service and proactive patrols, P.C.’s Wray and Barnett tracked the movement and activity of these prolific “taggers”. Incident reports for mischief were filed when victims failed to report the damage. The task of identifying the suspects was very time consuming and proved to be problematic. The suspects were posting images of their artwork on various social networking sites. Utilizing modern social media investigative techniques, Officers created an “Instagram” account in an effort garner the trust of the suspects. Consequently, P.C.’s Wray and Barnett were able to gain the trust of the suspects which aided in the collection of evidence and information related to the suspect’s identity. The net impact of the investigation was two subjects arrested and over 40 charges laid. Each year at the commencement of their deployment, a media release tells area residents that TAGG is out in the community.

### Roadway Safety

In December of 2013, DRPS and MADD Canada once again partnered in an effort to combat drinking and driving. The program that was developed was threefold. The first component of the program involved asking for each restaurant and bar to join in our partnership. All but one graciously agreed to the following;

- ✓ Tent cards- Tent cards were supplied to each restaurant and bar and were placed on the tables for all to read. One side of the tent card provided statistics on impaired driving in Canada. The other side of the tent card provided a local statistic specific to drinking and driving arrests.
- ✓ Placards- Each restaurant and bar were provided placards to be placed on the doors entering and exiting their establishment. Further placards were placed on the doors leading to and exiting from the washrooms.
- ✓ Advertising space was purchased in the local papers that told a specific story and the related impacts. The intention here is; to tell the personal side of the victims of drinking and driving.

In 2013, this program was adopted across all of Durham Region.

### Youth

2013 saw the inception of a new program related to our schools. Both the Durham Catholic DSB and the Durham District SB were advised of our modifications to our School Liaison Officer program to that of School Resource Officer (SRO). The intent of the program was twofold; the SRO responsibilities would be modified to have a greater proactive capacity and the reactive component would be assigned to the frontline. The SRO would change their focus towards 90% proactive program delivery and 10% reactive (response to calls for service from the schools). In conjunction with the new responsibilities of the SRO was the establishment of the Youth Specialist role from a frontline capacity. The Youth Specialist would be responsible for the reactive component for each school. The Youth Specialists were provided with enhanced training specific to diversionary contracts, child interview techniques, to name just a few. The new direction was communicated to both school boards and embraced. Just recently, an e-mail was received from Wilson Secondary School;

*“Just wanted to let you know how wonderful it is to see officers here at Wilson on a daily basis. I am a physical education teacher here and have noticed that the students are talking! They notice your presence and I feel it is making a huge impact and is much appreciated. Please continue this initiative - its great!”*

In 2012, PC Sitaram (SRO) organized, obtained sponsorship and helped to launch the Future Aces, Positive Ticketing Program in Durham Region. The purpose of the program is to build trust with youth in the community and promote positive behaviour. This program continues to thrive due in large part to the efforts of PC Sitaram.

On February 7 2013, PC Sitaram gave a child a positive ticket for observed behavior. Later, in February 2013, a Whitby resident called and spoke with Sergeant Tom Dingwall about the impact on his child. According to the resident, his ex-wife used the “threat of the police” as a form of control over the children, causing them to fear the police. The impact of the child receiving the positive ticket was immediate and was instrumental in changing the child’s perception of the police. The Whitby resident commented; how much he appreciated the efforts of P.C. Sitaram and how it reflected on the DRPS. As a result of her efforts, PC Sitaram received an award from the Future Aces Foundation.

## ***WEST DIVISION***

### **Diversity and Responsiveness**

Diversity and responsiveness to our community partners remains a primary focus within West Division. Regular meetings and collaborative discussion occur between the leaders of the Afghan Council, the Durham Tamil Association, Pickering Islamic Centre and the Devi Mandir.

West Division was proudly represented at a variety of diversity events including:

- Tamil Heritage Month at the Pickering Town Centre
- Afghan Council Event relating to Domestic Violence – McLean Centre
- Durham Tamil Event relating to Domestic Violence – Pickering Town Centre
- Pickering Prayer Breakfast
- Ajax Prayer Breakfast
- Pickering Diversity Meeting(s) – City of Pickering
- Heritage celebration at the Pickering Town Centre.
- Charge-to-Change Anti-bullying Event, guest speaker Barbara Coloroso – Durham District School Board
- Black History Month Community Celebration at J. Clarke Richardson Collegiate.
- Black History Month Keynote Address by S/Sergeant Haskins – Notre Dame Secondary
- World Down Syndrome Day Event – Terry Fox Public School
- Peace and Harmony Concert - Forestbrook Community Centre
- Pickering City Hall for a Diversity Recognition Forum.

Responsiveness and collaborative problem-solving with community partners has contributed significantly to the overall operational success experienced at West Division. This past year leadership and divisional representatives proudly attended the following events:

- Ten members of West Division including Inspector Townley attended the Association of Black Law Enforcement Officers annual gala celebration in Toronto.
- The Town of Ajax and West Division renewed their Community Safety Strategy and established new priorities for 2014 to 2017. The work plan is a partner-based strategy that includes Ajax-Pickering Board of Trade, Durham District School Board, Durham Catholic District School Board, The Ajax Youth Centre, Safe Communities Pickering and Ajax, John Howard Society.
- Rouge Valley Hospital Ajax- Liaison meeting(s).
- Ribfest – hosted by the Ajax & Pickering Rotary Clubs
- HOPE Presentations to our members focusing on helping parents deal with youth challenges.
- Town Hall community meeting hosted by Town of Ajax - Regional Councilor Collier and Town Councilors Renrick Ashby & Marilyn Crawford.
- Horizon House Liaison Meetings
- Sunset Service for Afghan Vets
- Overseas Security Advisory Committee



- Bowling Event in support of ProAction Cops & Kids
- Bowling Event in support of Big Brother's & Sisters of Ajax Pickering
- Tim Horton's Camp Day

West Division leaders enjoy a close working relationship with the Honorable Chris Alexander – Minister of Citizenship and Immigration and this year he presented Inspector Bruce Townley and Staff Sergeant Jeff Haskins with a copy of the Bill of Rights personally signed by Prime Minister Harper. This presentation was a gift to commemorate the 40<sup>th</sup> Anniversary of the Durham Regional Police Service. West Division leaders meet with Minister Alexander and his executive staff on a regular basis in relation to constituency related issues.

West Division leaders continue to meet quarterly with Ontario Power Generation (OPG) on issues related to emergency preparedness and nuclear security. West Division organized a supervisors and managers leadership symposium at Pickering Nuclear Generating Station (Information Centre) held in November 2013. This event was an integrated day of leadership and networking; security supervisors, managers and directors from Darlington and Pickering Nuclear Security attended along with the East and West Division NCO cadre. In the morning Dr. Angelo Carravaggio lectured on strategic thinking, leading change, effective communication, credibility and influencing. In the afternoon attendees participated in a table top exercise using commonly encountered incidents at a nuclear site that would require an integrated police and security response. In March and April of this year, West Division was directly involved in two large-scale simulated exercises involving OPG members as well as police personnel and resources.

West Division leaders attend municipal council events in both the Town of Ajax and City of Pickering representing the DRPS which included: City of Pickering Civic Award Ceremony, Canada Day, D-Day, and Ajax Home Week. The leadership team has also represented the Service at the City of Pickering Christmas tree lighting, as well as Remembrance Day celebrations in Ajax and Pickering. Both the City of Pickering council and Town of Ajax council received a year in review presentation of the West Division - Community Patrol Plan objectives and outcomes.

On a weekly basis, Inspector Townley and Staff Sergeant Jeff Haskins and other divisional members are in contact with municipal officials from the Town and the City in an effort to resolve community complaints that require timely intervention or a strategic response. This collaboration is critical to their operational success and West Division continues to broaden this strong partnership.

West Division organized an Emergency Services display that was part of the 43<sup>rd</sup> Annual Ajax Home Week festivities. The emergency services display was again a collaborative effort between the Town of Ajax, Ontario Provincial Police, CN Police, GO Transit, Neighbourhood Watch, and Ontario Power Generation. The event featured specialty police vehicles and equipment; however, the highlight was definitely the DRPS helicopter (Air1).

### Youth

West Division has established a new partnership with the Ajax Youth Centre and they now sponsor a monthly meeting with the LGBTQ youth. This interactive initiative was developed to provide timely support and create dialog with this often marginalized segment of our community.

West Division members served as the event coordinators for the DRPS Annual Children's Games that was hosted at the Pickering Recreation complex. Many West Division representatives volunteered to ensure the success of this legacy event.

In December Constable Dave Morton organized the Christmas Cop Shop program for 30 plus youth. This program is a partnership with the Durham District, Durham Catholic District School Board and the Pickering Town Centre. Chief Mike Ewles, Inspector Jamie Grant and 35 police officer volunteers primarily from West Division were there to interact with the youth and help them complete their Christmas shopping with complimentary gift cards courtesy of the Pickering Town Centre and other retailers.

### Crime Prevention

Members of the West Division Property Crimes Unit worked seamlessly with the Neighbourhood Watch Coordinator to host community meetings. During these meetings West Division members shared their knowledge and expertise in relation to crime trends and crime prevention. West Division Members have met with community leaders, congregations and Neighbourhood Watch groups.

### Seniors

West Division continued to expand the Seniors Education Program and became a member of SCOPA in addition to a divisional supervisor serving as a member of their board. West Division made 13 presentations, conducted 8 workshops and attended the 50 Plus Lifestyle Show at Ajax Convention Centre. The Seniors Education Program has been a resounding success and has resulted in a 31.58% decrease in the reported instances of fraud and theft related crime by the seniors demographic in Town of Ajax and the City of Pickering.

### Roadway Safety

The Ajax Pickering Road Watch program is jointly sponsored by the Town of Ajax, City of Pickering and the Durham Regional Police Service. The Road Watch program has experienced considerable growth and expansion during the past period of performance. Members of this committee include representation from the Town of Ajax, City of Pickering, Region of Durham; Ministry of Transportation are also members of the West Division – Roadway Safety Committee. The Roadway Safety Committee is chaired by Staff Sergeant Jeff Haskins and this group meets on a monthly basis.

**Therefore, I report compliance with this provision.**

### **Policy Provision # 5**

*5. “Fail to provide for the effective handling of calls for service by residents and visitors to Durham Region.”*

### **Interpretation of the Chief of Police:**

It is my reasonable interpretation of this policy that it requires us to maintain a system of call taking, dispatching, responding, investigating and reporting of calls for service that reasonably and efficiently balances the needs of individuals and the community as a whole and the resources available for this function. Information on this policy provision is also captured under the Emergency Response Boards Ends Policy.

By virtue of the operation of our Communications / 9-1-1 Centre, our Divisional Police Offices and other resources, we have in place a prioritized call system. Directives and Community Patrol Plans govern these systems. The Computer Aided Dispatch (CAD) system provides management data that is currently being utilized for items like workload balancing, response times and call analysis.

## **Data Support:**

In 2013, our Communications Unit answered: 189,177 phone calls received on the emergency line. Additionally we answered 190,311 calls received on our internal and non-emergency number.

In 2013, we had 100486 citizen generated calls for Service. This is comprised of 4608 Emergency Calls, 28319 Urgent Calls and 67559 Routine calls.

This year to May 31<sup>st</sup> 2014, we have had 39,358 citizen generated calls for Service. This is comprised of 2022 Emergency Calls, 11138 Urgent calls and 26,198 Routine calls for Service.

More detailed analysis of our calls for service will be conducted through the Continuous Improvement Program in order to identify new ways to improve our service delivery to the community.

**Therefore, I report compliance with this provision.**

## **Policy Provision # 6**

*6. "Fail to ensure compliance with all requirements of the Accessibility for Ontarians with Disabilities Act, Customer Service Regulation, including the development and implementation of procedures in the following areas:*

- a. Use of service animals and support persons;*
- b. Notice of temporary disruptions*
- c. Training for staff;*
- d. Feedback process*
- e. Notice of availability of documents*
- f. Format of documents.*

## **Interpretation of the Chief of Police:**

It is my interpretation that that we will achieve a barrier-free workplace with persons with disabilities thus giving them a right of full participation. The customer service regulation of this Act sets out guidelines in order to achieve compliance.

It is my interpretation of this policy that we are currently providing quality Service to all members of our community including those persons with disabilities. With our partner agencies in the Region we are actively working on enhancing several aspects of our Service delivery to achieve full compliance within an acceptable time frame.

## **Data Support:**

Our Manager of Facilities, Dave Simpson continues to be a member of the Region of Durham Staff Working Group. Members understand the importance of removing barriers and work collaboratively to strategize and plan for accessibility.

Our Service allows persons with disabilities to be accompanied by support persons, guide dogs and service animals in all public areas of our properties.

Service disruptions such as the recent sidewalk renovation to the public entrance at the Regional Support Centre are rare and limited in both scope and duration. As a Service delivery alternative, citizens are able to call us to their location to assist with any request. All Service disruptions are issued by Corporate Communications to media outlets and posted on the DRPS website.

Since 2009 all members have been required to complete the Accessible Customer Service computer based training module. This training package is being replaced by the Integrated Accessibility Standards Regulation (ISAR) training modules that are to include specific training to meet the needs of employees depending on their role. The training modules are to cover the Accessible Customer Service Standard, Information and Communications Standard, Employment Standard, Transportation Standard and Accessible Built Environment Standard. A General Accessibility training module, to be taken by all employees, covers legislation, human rights, the Customer Service Standard and the Information and Communications Standard. The Employment module will focus on accessibility in the employment cycle and is intended to be taken by all managers, Human Resources and Legal staff.

Both the General Accessibility module and Employment training module were originally targeted for completion by January 1, 2014. However, the training placed a huge demand on time and resources and we chose a more efficient educational delivery model. Both modules will be available via e-learning on July 7, 2014 and members will be targeted to complete the training by January 1, 2015.

DRPS is already compliant with the Customer Service portion of the training requirements. The Built Environment module focuses on accessibility in buildings and public spaces and will be taken by Facilities Management staff. The Built Environment training module will be available July 7, 2014 and members shall complete it by January 1, 2015, far ahead of the January 1, 2016 deadline. The Transportation Standard does not apply to any DRPS staff.

We readily accept feedback from our community in a variety of forums. We can receive feedback, verbally either in person or via electronic device such as a telephone or TTY. We receive feedback in writing via post, email, social media or our website. General feedback is able to be provided through the DRPS web site, however there is no section devoted to accessibility. To enhance our feedback regarding accessibility Corporate Communications is redesigning and updating the DRPS website to meet the requirements of the AODA. The new website is expected to be operational in late summer 2014.

Since the implementation of the Region of Durham Customer Service Standard, the Region of Durham has developed policies and procedures to enhance customer service. The Accessibility Feedback Form is used by all departments to identify accessibility barriers or issues. This feedback is important to us in the identification of barriers and helps to effectively plan for removal of barriers. Accessibility feedback is welcomed from the public, as well as the employees of the Region.

**Therefore, I report compliance with this provision.**

**Policy Provision # 7**

7. *“Fail to service Criminal Information Requests in accordance with police-sector best practices, in a timely manner.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this policy that we will keep abreast of and implement police-sector best practices in the methods we use to provide Criminal Information Requests and that we will also organize our service resources in such a way as to provide a timely response to those requests.

**Data Support:**

The Information Release Unit continues to utilize electronic fingerprint submissions which allows for on-the-spot processing of negative Criminal Information Requests. Throughout the past twelve months 4,089 residents of the Region were fingerprinted for the purpose of Criminal Information Requests.

For the majority of the past year the Information Release Unit has been well within the Board mandated ten-day response time. However, in order to maintain this, it has been necessary to continue to utilize the part-time members that were initially acquired in the implementation stages of the electronic fingerprint submissions.

The Law Enforcement and Records Management Network (LEARN) is working on an updated Guideline for Police Record Checks which is to be released in the fall of 2014. This update focuses on finding the right balance between providing information to increase the safety of our communities and respecting the privacy, human rights and presumption of innocence of individuals. It is the expectation that upon release, Records (Information Release Unit) will begin preparations for transition to this recommended process.

**Therefore, I report compliance with this provision.**

**Policy Provision # 8**

8. *“Fail to ensure that citizen volunteers involved in approved police service activities are appropriately selected, trained, equipped, supervised and indemnified.”*

**Interpretation of the Chief of Police:**

It is my interpretation of this policy that we will leverage our existing member resources by encouraging interested and responsible members of our community to help us achieve our service’s goals in a structured and properly supervised fashion.

**Data Support:**

**Auxiliary**

The DRP Auxiliary Unit is authorized under the *Police Services Act*. The authorized strength of the Unit is ninety (90) members. Currently there are 85 members as of June 2014. This reflects approximately ten percent of sworn strength. The Chief has determined through consultation that the

DRP Auxiliary Unit should achieve ten percent of sworn strength to enable the Unit to fulfill their mandate.

In 2013 the Unit participated in 221 events throughout the Region. Members of the Unit contributed over 21,000 hours to the DRPS and citizens of our Region. Training was in excess of 3600 hours and all members of the Unit must complete their Use of Force training each year. The Unit spent an additional 2000 hours in In-Service monthly meetings. The Unit meets the second Wednesday of each month, excluding July and August, at the Whitby Campus of Durham College. The Auxiliary Inspector and NCOs along with the liaison officers meet the first Tuesday of each month, excluding July and August, at DRPS HQ.

### **Victim Services**

We continue our strong partnership with Victim Services of Durham Region (VSDR) as they operate the Victim Service Unit on behalf of the Service. The VSDR office is hosted in our Whitby division and functions as the VSU. Since 2007, the Service has operated in an MOU which provides funding for Victim Support Workers whom report directly to the Executive Director to provide victim follow up care and case management. In October 2013, the Service amended the current funding structure to include another Victim Support Worker (total of 3) to meet the demand for support and service.

Additionally, there are 4 other staff members including the Executive Director, Program Coordinator, Project Coordinator (part-time) and a Victim Support Worker funded by the Ministry of the Attorney General. The goal of the Victim Services is to make a difference in victim's lives by changing any of the following: their attitude, knowledge, condition, behavior, skills and/or status. This may include intervention related to their personal safety, healing, and access to justice and/or restitution. Where clients may be victimized in Durham yet residents of another community, VSDR continues to assist by linking those people with appropriate referrals in their own jurisdiction.

Throughout 2013/14, VSDR has also been responding to citizens of Durham whom have expressed an interest in volunteering with Victim Services. Recruitment, selection and training of new volunteers resulted in the addition of 44 new crisis responders (20 - graduating December 2013 and 24 – graduating in April 2014).

To further compliment the 24/7 officer-activated, volunteer crisis responder schedule, a new training program is scheduled for the fall of 2014. Comprehensive knowledge, skills and abilities are taught during this extensive training program to enable the Volunteer Crisis Responders to provide effective support services to victims. The training program, which is conducted both on-line and in-classroom includes topics, such as, but not limited to the following:

- Victim Services Programs and Services
- Volunteer Roles and Responsibilities
- Crisis Intervention Skills
- Effective Communication and Active Listening
- Understanding Trauma and Crisis
- The Criminal Justice System
- Community Referrals and Support Systems
- Diversity and Inclusivity
- Sudden Death, Grief and Bereavement
- and, the Benefits of volunteering with Victims.

Currently, there are approximately 75 trained volunteers who are each scheduled for two 12-hour on-call shifts per month to supplement the work being handled by the paid staff, especially outside of regular business hours. The volunteer crisis responders will assist victims of crime and traumatic events whenever they are required, as requested by the Officer in Charge and consented to by the victim.

### **Ride-Along Program**

Participation in our Ride-Along program is governed by our internal directive (AO-20-001). This directive has been developed to ensure that all requests for involvement in the Durham Regional Police Service (DRPS) Ride-Along Program are processed and administered in a consistent manner. The provisions of this directive are intended to protect the rights and interests of both the Service and any person taking part in the Ride-Along Program.

The program is available to persons 18 years and over unless both the participant and participant's parent or guardian signs the necessary DRP Release Form. The following persons are eligible for the program:

1. Visiting police officers from other policing jurisdictions.
2. Police Service Board members.
3. Regional and municipal council members.
4. Civilian members, as part of a training / orientation program.
5. Volunteer members, as part of an incentive / reward program.

Any other person(s) authorized by the leader of the division, branch or unit conducting the Ride-Along Program.

In 2013, policing operations conducted a total of 129 ride along opportunities across all divisions.

### **Neighbourhood Safety Unit (formerly Community Services)**

#### **Volunteers**

The police volunteer unit operating under the umbrella of the Neighbourhood Safety Unit in the Community Safety Branch has 37 volunteers. The selection process to become a volunteer consists of an application process, interviews, resume and reference/background checks, as well as a successful Criminal Information Request and driver's license abstract. Successful candidates are fingerprinted and photographed, and the DRPS Oath of Secrecy and DRPS Volunteer Agreement forms are filled out and signed. Volunteers are given a DRPS shirt and volunteer identification tag containing their photo and expiry date to wear at all events. Each volunteer is given a copy of the Volunteer Directive as well. The Directive covers the complete process of being a Volunteer with rules and regulations they must follow. It also covers the process that DRPS Member(s) seeking their assistance must follow.

Our police volunteers are given training, and are utilized throughout the Region for Service and community partner related functions and events. Examples of these are Police Week, Crime Prevention Week, Community Days, Durham Regional Police Food and Toy Drive, Law Enforcement Torch Run for Special Olympics, Racing against Drugs Programs and the Kids' Safety Village. They have direct contact with a member from our Service for all events and are mentored

through the Neighbourhood Safety Unit leadership. The number of police volunteers is carefully monitored to provide a consistent volunteer-to-event ratio. This ensures that the volunteers are given the opportunity to remain active throughout the year.

**Therefore, I report compliance with this provision.**

**Based on the above proof provided, I report overall compliance with the policy.**