

Classification **PUBLIC**

Meeting **July 8th, 2015**



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.

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. I certify that the information contained in this report is true.

Signed:



Chief of Police

Date:

July 6, 2015

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. There were two Privacy Breaches reported to the Information and Privacy Commissioner Ontario in 2014; one of which was founded and due to human error and the other of which was unfounded.

FOI Compliance

In 2014 the FOI Unit received 1297 access requests. Out of these requests, the DRPS reported 23% compliance with the 30-day response time of the *Municipal Freedom of Information and Protection of Privacy Act*. This was partially due to the unit operating below authorized strength. Steps have been taken to rectify this issue as well as aggressively address the backlog of requests. As of the end of May we have received slightly more requests than the same time last year and the compliance rate is at 30%. It is expected that this rate will increase significantly through the remaining months of 2015 as corrective measures have been implemented. It is further expected that the 2016 compliance rate will be comparable, if not above other Municipal Police Services in Ontario.

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. (closed on Christmas Day, Boxing Day and New Year’s Day) 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 during the same days and hours.

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 late 2015. The Uxbridge Community Police Office is not accessible and does not have direct public access. Rather the public must come in through the Youth Centre located at the front of the building which includes a step, or they must be escorted from the lower level entrance at the rear of the building and proceed up the stairwell.

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.

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)
- 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 17th, 2015 Corporate Communications has issued 321 formal media releases this year, which is consistent with past years. In 2014, DRPS issued 690 formal media releases on a wide variety of topics, from law enforcement and crime prevention to upcoming events and major changes in executive positions. These media releases also made reference to the DRPS website, Facebook page and Twitter accounts, and drove traffic to the Durham Regional Crime Stoppers telephone line, which encourages confidential tips. Corporate Communications responded to about 5,000 media/public phone calls and about 3,000 media/public emails in 2014.

Our website (www.drps.ca) has a wealth of information for the public, including public safety tips, updates on investigations and images of wanted suspects. In the first five months of 2015, it has attracted about 246,000 visits and has recorded over 6.2 million hits. In 2014, there were 2.1 million visits and 74.8 million hits generated by the website, up substantially from 2013, when we experienced 1.5 million visits and 58 million hits. In terms of social media, we now have 7,535 “likes” on our corporate Facebook page and 11,851 followers on the corporate Twitter account. All five Divisions are now active on Twitter, sharing local information with their communities.

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.

A focus on reviewing and providing constructive input in relation to various policies and processes established to promote bias-free policing is the 2015 committee priority. The committee is also undertaking to review and revise the composition of committee to ensure that the members reflect the diversity within our Region of Durham communities.

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 2014, our Communications Unit answered: 192,005 phone calls received on the emergency line. Additionally we answered 214,372 calls received on our internal and non-emergency number.

In 2014, we had 97493 citizen generated calls for Service. This is comprised of 5416 Emergency Calls, 28530 Urgent Calls and 63547 Routine calls.

This year to May 31st 2015, we have had 39998 citizen generated calls for Service. This is comprised of 2330 Emergency Calls, 11323 Urgent calls and 26345 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.

In 2009 all members were required to complete the Accessible Customer Service computer based training module. This training package was replaced in July 2014 by the Integrated Accessibility Standards Regulation (ISAR) training modules that include specific training to meet the needs of employees depending on their role. The training modules cover the Accessible Customer Service Standard, Information and Communications Standard, Employment Standard, Transportation Standard and Accessible Built Environment Standard. A General Accessibility training module taken by all employees covers legislation, human rights, the Customer Service Standard and the Information and Communications Standard. The Employment module focuses on accessibility in the employment cycle and is taken by all managers, Human Resources and Legal staff.

A Built Environment training module was developed and taken by Facilities Management staff, 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. To enhance our feedback regarding

accessibility Corporate Communications redesigned and updated the DRPS website to meet the requirements of the AODA. Some of the features of the new website include changeable font sizes and multiple language options.

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 police record checks and that we will also organize our service resources in such a way as to provide a timely response to those requests.

Data Support:

On February 1, 2015 the Information Release Unit implemented the LEARN Guideline which is a best practice document for the processing of Police Record Checks in the province of Ontario. This process strictly limits the disclosure of non-conviction information, ensuring a balance between individual privacy and the presumption of innocence on one hand and the safety of the public on the other hand. The Unit also continues to utilize electronic fingerprint submissions which allows for on-the-spot processing of negative Police Record Checks.

The Information Release Unit has been well within the Board mandated ten-day response time over the past year.

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 DRPS Auxiliary Unit is authorized under the Police Services Act. The authorized strength of the Unit is ninety members (90). Currently there are 78 members as of June 2015. The authorized strength reflects ten percent of sworn strength. The Chief has determined through consultation with the Auxiliary Unit liaison officers that the DRPS Auxiliary Unit should achieve ten percent of sworn strength to enable the Unit to fulfill their mandate. Recruiting will take place in September 2015 to achieve authorized strength.

In 2014 the Unit participated in 228 events throughout the Region. This is the most events in the Units 38 year history. Members of the Unit contributed 25,380 hours in service to the DRPS and the citizens of the Region. Training was in excess of 6300 hours and all members of the Unit must complete their Use of Force training each year. The Unit meets the second Wednesday of each month, excluding July and August, at the Whitby Marina. The Auxiliary Inspector and Auxiliary Non-Commissioned Officers (NCOs) meet the first Tuesday of each month, excluding July and August, at DRPS HQ. The Auxiliary liaison officers attend both the NCO and Unit meetings. Liaison officers and Auxiliary members attend graduation ceremonies of various GTA Auxiliary Units throughout the year.

There was a significant change to the leadership of the Auxiliary Unit in January 2015. Auxiliary Inspector Louise Elborn retired after 25 years with the Unit. Auxiliary Staff Sergeant Jason Pow was appointed, by the Chief, as the new Auxiliary Inspector. A change of command ceremony was held at the Col. R.S. McLaughlin Armoury in Oshawa in early January 2015. Inspector Green retired on June 2nd, 2015 and the new Inspector of Patrol Support will be assuming Auxiliary liaison duties.

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. As of June 1st, 2015 the VSDR office will be hosted in our South Oshawa Community Station 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 crisis intervention, addressing of immediate victim safety concerns and safety planning, referrals to community and government supports as well as continued client follow-up. Additionally, there are 4 other staff members including the Executive Director, Program Coordinator, Project Coordinator (part-time) and a Victim Support Worker as funded by the Ministry of the Attorney General.

Research proposes that early intervention and support may assist individuals to cope with the aftermath of crime or tragic circumstance in the longer term by relieving distress, supporting personal autonomy, and restoring self-reliance. The goal of 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 Region yet residents of another community, VSDR continues to assist by linking those individuals with appropriate referrals in their own jurisdiction.

The objectives of the victim service programming are:

- To provide crisis intervention, emotional support, information and referrals to individuals affected by crime and tragic circumstances.
- To reduce the likelihood of further harm by helping a client to identify and address safety issues.
- To help clients identify their needs and concerns, and develop strategies to address them.

Throughout FY2014/15, VSDR has also been reaching out to the citizens of Durham Region to solicit their interest in volunteering with Victim Services. Recruitment, selection and training of new volunteers resulted in the addition of 21 new crisis responders (graduating in November 2014) to our 24/7 officer-activated, volunteer crisis responder schedule roster.

Currently, there are approximately 68 active 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 either on-scene or via telephone support, 24 hours a day, 7 days a week.

Following an intense selection process, comprehensive knowledge, skills and abilities are imparted during an extensive training program to enable the Volunteer Crisis Responders to provide effective support 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 Crisis Responder 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
- Accessibility
- Sudden Death, Grief and Bereavement
- and, the Benefits of volunteering with Victims.

Finally, in the interest of providing greater recognition and appreciation for the outstanding commitment that the volunteer crisis responders offer to victims in Durham Region, VSDR also applied for a number of provincial achievement awards, including:

- June Callwood Award for Outstanding Achievement in Voluntarism
- The Attorney General's Victim Services Awards of Distinction

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 2014, policing operations conducted a total of 106 ride along opportunities across all divisions.

Neighbourhood Safety Unit (formerly Community Services)

Volunteers

The Police Volunteer Unit operates under the umbrella of the Neighbourhood Safety Unit in the Community Safety Branch. In February 2015, the Volunteer Program Coordinator position, formerly filled by a civilian volunteer, was been taken over by the Crime Prevention Unit. In an effort to be consistent with the DRPS hiring practices the responsibility of hiring volunteers has been turned over to Human Resources. 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 photo identification tag to be worn at all events. Each volunteer is given a copy of the Volunteer Directive as well. The Directive covers the processes 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. The Crime Prevention Unit is completing the Directive revisions to reflect the changes in the hiring process. The Police volunteer unit is currently at 40 members and they are anticipating that the minimum strength will be 60 members at the end of the new selection process.

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.