

Classification PUBLIC

Meeting December 12, 2011

Agenda Item **Monitoring Report:
COMMUNITY DIVERSITY**



Recommended Motion:

THAT the Board finds that all provisions of the *Community Diversity Ends Policy* have been complied with.

I hereby submit my monitoring report on your Ends Policy "Community Diversity" according to the schedule set out. I certify that the information contained in this report is true.

I report compliance to all provisions of this policy.

Signed:  Date: 02 DECEMBER, 2011
Chief of Police

Board Policy Statement:

An effective and responsive police service must reflect the composition of the communities it serves. The police service must further demonstrate respect and sensitivity to the pluralistic, multiracial and multicultural character of its communities in the delivery of its programs and services.

It is the policy of the Durham Regional Police Services Board that the Durham Regional Police Service shall embrace diversity internally as an employer and externally through the services provided by the DRPS. The values of inclusiveness, tolerance, and respect will be promoted and maintained throughout the organization and in the communities served by the DRPS.

Reporting

An assessment of the level of diversity embraced by the DRPS shall rely upon quantitative and qualitative analyses of relevant data, information and public input.

The Chief shall report annually on outcomes resulting from this policy.

Interpretation of the Chief of Police:

It is my interpretation that the Board End of Community Diversity is directly related to Section 1, principles 5 and 6 of the *Police Services Act, 1990* – Principle #5 identifies – “*The need for sensitivity to the pluralistic, multiracial, and multicultural character of Ontario society*”. Principle #6 identifies “*the need to ensure the police forces are representative of the communities they serve.*” It is my further interpretation that the Community Diversity Board End is responsive to sec 4 (3) of the *Police Services Act* regarding *Assistance to victims of crime* and our duty to provide adequate and effective police services in a multiracial and multicultural context.

Further it is my interpretation that:

1. The Durham Regional Police Service must come to reflect the multi-cultural, multi-racial, and pluralistic composition of the various communities that comprise Durham Region.
2. The Service shall report annually on outreach initiatives that seek to engage active participation in community/police relationships with underrepresented groups.
3. The Service shall ensure that our Human Resources processes are bias free in all job postings, learning opportunities, promotions and transfers.
4. Efforts and results surrounding the recruitment, hiring, and retention of underrepresented groups shall be reported to the Board annually.
5. The Service shall provide the Board an annual summary and year over year comparison of public complaints regarding either Board/Service policy or individual acts, Human Rights complaints, and any other legal process in which allegation(s) of discriminatory practices on grounds prohibited under the Human Rights Code of Ontario by any member, or policy of the Service is alleged.

The Durham Regional Police Service’s Diversity Advisory Committee (DAC) defines diversity as a concept that promotes mutual respect, acceptance, teamwork, and productivity among people who differ in work background, experience, education, age, gender, race, ethnic origin, physical abilities, and all the other ways in which we differ. The information presented in this report has been prepared with this definition in mind; while quantitative data is presented where relevant and available; it is import to note diversity related matters cannot be captured solely as numeric values.

Data Support:

1. REGION AND SERVICE COMPOSITION

Statistics Canada, 2006 reports that visible minorities comprised 16.8% of Durham’s total population in 2006 broken down by category as follows:

Visible Minority	Region
Black	36%
South Asian	26%
Chinese	8%
Filipino	8%
Arab	3%
Latin America	3%
All other	13%

In 2010, the Service surveyed members and asked respondents to identify which ancestral group they belong; 63% of the Service responded to the question as noted below.

Visible Minority	DRPS
Black	2%
South Asian	1%
Chinese	0.6%
Filipino	0.01%
Arab	0.05%
Latin America	0.06%
All other	5.6%
Total	9.32%

Across the Service's comparators, sitting slightly above average, 19% of Durham Regional Police Service police officers are female. The following table shows the percentage of police officers that are female at each of the eight comparator services.

Percentage of Female Officers - 2010

Ottawa Police Service	23.2%
Halton Regional Police Service	20.6%
Hamilton Regional Police Service	19.8%
Waterloo Regional Police Service	19.7%
Durham Regional Police Service	19.0%
Toronto Police Service	18.0%
York Regional Police Service	17.3%
Peel Regional Police Service	16.2%
Niagara Regional Police Service	13.5%

Source(s): Statistics Canada, Canadian Centre for Justice Statistics, Police Resources in Canada 2010

The total number of Senior Officers' Association members is 37, of which eight are women; five of the eight hold leadership roles. This number does not reflect Command members consisting of one

male Chief, one male Deputy Chief, one female Deputy Chief, and one male Chief Administrative Officer.

One of the main challenges in recruiting a great number of female applicants is that policing traditionally has not been a popular career option for women. Recognizing this, the Service has invested more time and resources into engaging female applicants. We will continue to host PREP testing initiatives focusing on female participants at Durham College and UOIT, and attend community events that champion issues in support of women with the goal of attracting more female applicants when active hiring resumes.

2. OUTREACH INITIATIVES

The Durham Regional Police Service has positioned itself well to embrace present and future cultural trends by attending community events, actively participating on various committees and providing key services to various groups across the Region of Durham, and in some cases the GTA. Appendix A and B attached highlight both committees and community events attended in 2011. By leveraging our experience and engagement to a large group of community service providers, community stakeholders, public and private entities, and grass roots initiatives, we have been able to develop a rapport that has advanced the Durham Regional Police Services diversity and inclusivity strategy.

Examples of successful initiatives include:

1. Supporting the Multi-Faith Tours and New Citizenship Swearing in Ceremonies. This provides an opportunity to enhance the Service's profile in the communities we serve, increase member awareness, and develop lasting relationships with community stakeholders.
2. Supporting the Region's youth. The Service has made increased its youth initiatives beyond the traditional High School Liaison Officers, Elementary School Officers, and Youth Officers currently assigned to issues involving young people. Members who are not officially assigned to youth-related positions have developed and implemented youth engagement initiatives including: The Chief's 3 on 3 Basketball Tournament, Chief for a Day, Youth in Action Program, ProAction Kids and Cops, and Youth in Policing.
3. Supporting the Region's Senior Citizens. The Service has committed a full time NCO as Senior Support Coordinator to support the Region's persons aged 65 and older; a group representing 10.2% of the population as noted in Statistics Canada, 2006. The core responsibilities of this position are to provide information about safety, health, living independently, how to avoid fraud and legal issues including power of attorney, wills and estates to our senior population. The position of Senior Support Coordinator gives the public a single point of contact and the opportunity to develop a rapport with that assigned officer.
4. Supporting community members speaking English as a second language. Language identification cards were distributed to all frontline members and posters are displayed at all locations of contact for members of the public. There are 150 languages referenced on the

card, allowing a citizen to specify their spoken language and the DRPS to call a translator from Language Line. This resource helps to eliminate language barriers that may be experienced from time-to-time to better serve the citizens of Durham Region.

- The Domestic Violence Unit continues to monitor and assist vulnerable persons by ensuring an effective response to victims of domestic violence and an enhanced ability to meet the needs of identified community stakeholders. The unit also works to increase the awareness within the community about the seriousness and prevalence of domestic violence, and of steps that can be taken to address it. Brochures in various languages are being researched for distribution by the unit through connections with Women's Multicultural Resource and Counseling Centre of Durham.
- Supporting the Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) community through participation in the first annual Durham Pride Parade and the Toronto Pride Parade. The Durham Regional Police Service's Diversity Coordinator has received awards from Parents, Families and Friends of Lesbians and Gays (PFLAG) for being a Champion Against Homophobia and Transphobia.

One fulltime member is currently dedicated to coordinating our diversity initiatives. In the first quarter of 2012 a greater emphasis will be placed on broadening the involvement to other members across the Service, increasing community exposure and further advancing the Service's diversity competence.

3. HUMAN RESOURCES PROCESSES

Associated Directives:

- LT-05-001 Career and Skills Development
- LT-05-007 Skills Augmentation Program
- HR-04-002 Job Postings
- LT-03-001 and LT-04-001 Promotional Process
- HR-03-001 Performance Management Process
- LT-05-003 Educational Assistance Program
- HR-04-005 Voluntary Transfers

The Service has implemented practices and the above noted directives to ensure fair treatment of members participating in job postings, learning opportunities, promotions and transfers.

Learning opportunities that enhance a member's abilities and promote the highest standards of service delivery are provided through the Police Learning Centre, Human Resources, and community stakeholders. The service is developing an electronic learning module (ELM training) to educate members on the value and importance of diversity and inclusivity amongst peers and within the broader community. Important aspects including how to engage youth from a diversity aspect, championing an inclusive workplace and best practices for antiracial profiling will be featured. This

module will be mandatory for all members and is anticipated to be released on in the first quarter of 2012.

All employees have the opportunity to participate in our educational assistance program, which allows members to claim and receive a reimbursement of up to 75% of their cost, or as much as \$1500 per year. The total budget for this initiative is thirty thousand dollars. The Durham Regional Police Service has continued to develop partnerships with the Durham District School Board and UOIT / Durham College and taken advantage of opportunities to collaborate on educational endeavours that are mutually beneficial. Examples of this are our Leadership Development Course, Youth in Policing Initiative, and our student placement opportunities. In 2011, for the fourth year, the Service offered a mental health course for frontline members. Over 100 members are now equipped with key skills in responding to calls where mental health concerns are present; in 2010 the Service received 2,461 such calls. Providing members with enhanced tools to assist people currently living with mental health issues improves community service and is also transferrable our internal needs.

The Service regularly utilizes various forms of internal media to further enhance our diversity competence. Our monthly newsletter "The Insider" updates members on initiatives, events and includes both cultural and religious commemorative dates of the year. Members continue to receive a calendar book containing information such as language interpretation, religious practices, health and safety, and details about the recruiting initiatives such as Youth In Policing to name a few.

4. RECRUITMENT, HIRING and RETENTION of UNDERREPRESENTED GROUPS

Associated Directives:

HR-04-04 Constable Recruitment and Selection Process

With officers still deployed to the Nuclear Security Division there has not been a need to recruit new hires for the constable position since 2009. During this period, the Recruiting Unit has devoted additional time and resources towards engaging youth and people representing diverse backgrounds with the view that these early efforts will increase the depth of the applicant pool when recruit hires resume.

Recruiters have attended high school, college, and university career fairs to introduce youth to the benefits of a policing career while they are still pursuing educational endeavors. The Service's largest and most comprehensive youth engagement opportunity is the Youth in Policing program. This year, 50 Youth in Policing presentations were delivered to 5, 000 students in Durham Region. 2011 saw 500 young people from Durham Region apply for 54 summer positions. Additionally, eleven supervisors were hired to implement and supervise the program together with staff members. Just over half of the students were female, eight were born somewhere other than Canada, and one-third reported being multi-lingual.

As previously stated, there have not been any new constable hires as of late. The Service has had the opportunity to hire employees to fulfill civilian related vacancies. The table below shows 29 women hired in the past two years (fulltime, part-time and SOA combined) versus 17 male civilians during the same time period.

YEAR	2010		2011	
GENDER	M	F	M	F
SOA	0	1 PT	0	1 FT
Full-time	1	1	0	0
Part-time	0	9	16	17
Summer Student	34	34	28	32
Total by Gender/Year	35	44	44	49
Total	79		93	

The promotional process is member-driven and the responsibilities for completing the required components reside with each candidate. In completing these components personal experiences are discouraged to ensure that the examples remain free from personal judgment. The Services strives to ensure that promotional selection panels are comprised of a variety of ranks and genders. The following table provides a demographic comparison of the candidates in each step of the promotional process against the population of the Region.

	Durham Region (2006 stats)	DRPS Sworn Member Complement	Step 1 (89 Eligible Candidates)	Step 2 (34 Eligible Candidates)	Step 3 (17 Eligible Candidates)
Visible Minority Population	16.8%	9.32%	7.8 %	8.8 %	5.8%
Female Population	51 %	19 %	14.6 %	8.8 %	0 %

Looking towards future strategies, the Service has secured Graybridge Malkam to conduct a diversity inclusivity assessment of the organization's diversity competence. We elected to use an outside source to ensure public confidence and remain transparent. The first phase assessed the Service's diversity competence through focus groups, one-on-one interviews, and online questionnaires. An extensive survey, designed to assess our members' opinions about our police service, was conducted in 2010. Overall, respondents felt that all members in their work unit were accepted as an equal member of the team regardless of race, colour, gender, disability, or sexual orientation; the overall

response to this question was positive regardless of the demographics of the respondents. In general, our members value the importance of our service being representative of Durham Region’s diverse communities. The second phase is the development our next Inclusivity and Diversity Strategic Plan. The third phase is to provide the organization with a diversity related training module.

5. PUBLIC COMPLAINTS

Associated Directives:

Public Complaints

LE-01-011 Anti-Racial Profiling

A survey, designed to assess the public’s concerns and opinions about our police service, was conducted in 2010. Responses to questions about diversity were generally positive. Overall respondents indicated that they felt the diversity of the staff of the DRPS is representative of their community. Almost half of the respondents indicated that based on their own experience the local police officers are culturally sensitive; a third indicated that they did not know and six percent said that police officers are never or rarely culturally sensitive.

To address the growing concern of racial profiling in Canada, the Ontario Association of Chiefs of Police passed a resolution April 2010 in support of bias-free policing; the Service implemented its Anti – Racial Profiling Directive in 2011. This policy sets out that all members, in the course of their assigned duties, shall exercise proactive and preventative measures through insight and knowledge, including the application of learning tools, in order to help prevent and prohibit the practice of racial profiling in the workplace.

Despite our best efforts to support a culture of inclusivity that respects the diverse needs of our members and our community we continue to encounter complaints. The service actively monitors these complaints and develops and implements action plans to reduce and eliminate where possible future complaints.

Type of Complaint	2010	2011 YTD
Human Rights	4	1
Civil Suits	1	1
Professional Standards	2	6

Appendix A

Durham Regional Police - Community Advisory Committee

Identifies and discusses diversity issues from a Regional perspective, specifically as it relates to policing in Durham Region

Pickering Race Relations & Equity Committee

Addresses diversity and equity issues within the City of Pickering

Whitby Race Relations & Equity Committee

Addresses diversity and equity issues within the Town of Whitby

Kinark Diversity Committee

Deals with diversity issues as it relates to adolescence currently in their social services program

Durham Children's Aid Society Diversity Committee

Deals with issues as it relates to children and their families who are currently in their social services program

Region of Durham Staff Diversity Committee

Addresses diversity issues in regards to all Regional staff and develop diversity initiatives to engage community members within Durham Region. Chief's executive officer is also a member.

African Caribbean Advisory Committee

Identifies and discusses diversity issues relating to African and Caribbean members of Durham Region

Local Diversity & Immigration Partnership Council

Deals with issues of diversity and immigration with a specific focus on assisting Durham Region newcomers with integration into the community. Chief's executive officer is also a member.

Ontario Association of Chiefs of Police Diversity Committee

Promotes an understanding of policing issues as they relate to diversity province wide. The Diversity Committee is the parent committee to the OACP Diversity Network. Superintendent Martin is also a member.

Ontario Association of Chiefs of Police Diversity Network

Poses as a network for police services across Ontario to share in best practices in relation to diversity. *Keith Richards, Diversity Coordinator is currently the Co-Chair.*

Communities involved Lesbian Gay Bisexual and Transgender (LGBT) Committee

Addresses issues affecting the Lesbian Gay Bisexual and Transgender community within Durham Region

Francophone Committee

The focus of this committee is to ensure that service providers are aware of the challenges of the French Canadian community residing in Durham Region. Particular attention is paid to those who speak French as a first language.

Pride Prom Committee

Organizes the Regional Lesbian Gay Bisexual and Transgender community prom event for young people

First Nations Literacy Partnership Committee

This committee is centered on engagement of youth at the primary age and is coordinated with Durham District School Board. The focus is on delivering First Nation awareness to Durham Region students through books written by First Nations authors.

Appendix B

Community Partners	Events Attended
<ul style="list-style-type: none"> • Pickering Canadian Caribbean Cultural Association • The Baha'is of Durham Region • The Hispanic Canadian Alliance • Mississauga's Of Scugog First Nations • Oshawa and Durham Region Métis Council • Canadian Afghan Council • Black Business Person Association • Congress of Black Women • PFLAG Oshawa Durham • Pride Durham • Aid Committee of Durham Region • Women's Multicultural Resource and Counselling Centre • Eastview Girls and Boys Club • Muslim Association of Whitby • Beth Zion Oshawa • Devi Mandir • Friends of Simon Wiesenthal center for holocaust studies • Durham Tamil Association • Tamil Academic Society of Durham • Agape Church Pickering • UOIT / Durham College - Diversity • Club Carib of Oshawa • Organization of South Asian Police Officers • CCAA Asian Experience • Durham Children's Aid Society Diversity • Durham District School Board • Durham Catholic District School Board • Indo Canadian Cultural Association of Durham • The Association of Black Law Enforcers • Harmony Movement 	<ul style="list-style-type: none"> • Take Back the Night • Chief for a Day • Abilities Equipment Centre • GTA kids hockey tournament • Cops and Kids event • ProAction Cops and Kids event bowling • Boys and girls club gala • Oshawa Pride parade • Toronto Pride parade • Haitian Mission • Cops for Cancer • Eastview Girls and Boys Club walk-a-thon • Refugee Annual Dinner • Afghanistan • Chiefs 3 on 3 basketball tournament • Black History Month event UOIT Canadian Intercultural Dialogue event • Senior Christmas event • New Citizenship Swearing in Ceremony • Habitat for Humanity event • Food and toy drive • Mississauga's of Scugog First Nation Pow Wow and Sunrise Ceremony • PFLAG (Parents For Lesbians and Gays) awards night • ABLE (Association of Black Law Enforcers)Scholarship Ball • Black History Month event – Club Carib of Oshawa • Black History Month youth event – City of Pickering • Organization of South Asian Police Officers event • Hispanic Canadian Alliance dinner and dance • Elimination of Racism • Metis Heritage Celebration • Fiesta Parade • Harry Jerome Awards Nights • Black Professionals Career Panel • Youth In Policing Tamil Presentation event • Presentation to English as a Second Language • Holocaust Memorial event at Beth Zion • First Nations Literacy Partnership Program event • Aboriginal Social Day • Diversity and Immigration, Diversity Plan event in Ajax • Agape church event in Pickering • Aid Committee of Durham Peer Support event • Reality Day at J Clarke Richardson HS • Dyke March Toronto • Serving with Pride event • Domestic Violence related awareness events