

Classification **PUBLIC**

Meeting **April 10, 2012**

Agenda Item **Monitoring Report: Community Policing**



Recommended Motion:

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

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**Community Policing**

I hereby submit my monitoring report on your Ends Policy “Community Policing” 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: \_\_\_\_\_  
Chief of Police

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

**Board Policy Statement:**

*The mission, philosophy and values of the Durham Regional Police Service emphasize the importance of working in partnership with citizens communities. Working in collaboration with community partners fosters trust and confidence in the police.*

*It is the policy of the Durham Regional Police Services Board that police services in Durham Region shall be delivered in partnership with communities and citizens to proactively address and resolve community problems. These partnerships will focus on the root causes of crime, aim to reduce fear of crime, and maintain and enhance high levels of community safety.*

***Reporting***

*An assessment of community policing in Durham Region shall rely upon quantitative and qualitative analyses of relevant data, information and public input.*

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

It is my interpretation that the Board End of Community Policing relates to Section 1, principle 3 of the *Police Services Act, 1990* – Principle #3 identifies “*The need for co-operation between the providers of police services and the communities they serve*”.

The definition of “community policing” has evolved over the years, both within the Durham Regional Police Service and across the Ontario policing sector. The overarching philosophy of Problem Oriented Policing (POP) supported through Problem Based Learning (PBL) examines the root cause of community safety issues, including crime and the fear of crime and leveraging the appropriate subject matter expertise through credible partnerships to prevent or address the issue with meaningful and ideally permanent solutions.

The DRPS community policing philosophy has evolved and now aligns with the Province of Ontario’s Mobilization and Engagement Model of Community Policing. The Ontario’s Association of Chiefs of Police (OACP) accepts this model and it is currently taught as part of the recruit curriculum at the Ontario Police College.

It is my further interpretation that this policy also focuses on the community engagement and Community based partnerships that are developed by the Service as result of the activities within the current Business Plan, or arising from community requests, or issues based exigent/emergent circumstances that demand some response to an identified community safety need. The Service shall provide to the Board regular operational updates that confirm our commitment to the POP/PBL philosophies through such organizational activities.

The Board End measures of success involve both quantitative and qualitative measurements. Given the number of partnerships established across the Service, the Board in consultation with Senior Command will identify the programs and partnerships that are worthy of an annual review. The Service will then report on the nature of the partnerships; the activities and services delivered within those partnerships, and measure(s) of effectiveness that satisfy the resource commitment, value added and sustainability of the partnership.

The qualitative measures focus on root causes of crime, fear of crime; the community’s knowledge of what police/partner initiatives have been undertaken, and what the community understands of the

impact that these initiatives are having on both individual and collective safety and well-being. These measures may be incorporated into our regular environmental scans and community surveys.

### **Executive Summary:**

It is the policy of the Board that the Durham Regional Police Service (DRPS) work in partnership with the community and citizens to enhance community safety and resolve community problems and the DRPS does that in a number of ways.

The Community Policing philosophy aligns with the Province of Ontario's Mobilization and Engagement Model of Community Policing, a diagnostic tool to assess community readiness for community-led initiatives with a goal of moving towards safer communities. The model moves along a continuum from enforcement and crime suppression efforts requiring a high need for police assistance to community engagement and liaison requiring a low need for police assistance. The Ontario's Association of Chiefs of Police (OACP) endorses this model and it is part of the recruit curriculum at the Ontario Police College; the DRPS refers to it when planning operational initiatives that align with the Business Plan.

The DRPS continues to develop its knowledge base by training members to use critical thinking skills to solve community problems. Members are taught to be emotionally and socially aware of the public they serve, while engaging the community increasing the safety and well-being of themselves and others.

Partnerships make the police more effective and efficient, encouraging community engagement and awareness of their own behaviours. Police are often the first line to recognize social issues and are in the position to get our community access to the services that can help them best. Community engagement and partnerships may be part of a long-term program or situational in nature; they range from long-term diversion programs to neighbourhood driving campaigns. The goal of engaging the community is to move from police led initiatives to community led initiatives that contribute to the safety of all.

While not exhaustive, the following paragraphs detail the different kinds of initiatives and partnerships in which the DRPS engages with the community, beginning with training our members

and ending with an initiative that was originally led by the DRPS and is now ran by our community partners.

**Data Support:**

Developing our Knowledge Base

To be effective in Community Policing, members of the Durham Regional Police Service must have the problem-solving skills to gather essential information and work with others in the community. There are various problem-solving models in use; the DRPS is committed to training our members in the use of Problem Based Learning (PBL).By ensuring that our recruits have sound problem-solving skills before approving them for independent patrol, they start with an excellent foundation for Community Policing.

The following chart demonstrates the number of members who have benefited from courses structured to enhance this philosophy over the past five years.

| Course                  | 2007 | 2008 | 2009 | 2010 | 2011 | Total |
|-------------------------|------|------|------|------|------|-------|
| Problem Based Learning  | 17   | 18   | 37   | 20   | 22   | 114   |
| Patrol Training Officer | 22   | 92   | 30   | 13   | 0    | 157   |
| Practitioner            |      |      |      | 20   |      | 20    |
| Recruits                |      |      |      |      |      | 136   |
| Total                   | 39   | 110  | 67   | 53   | 22   | 427   |

The training program encourages members to use critical thinking skills and develop outcomes. For example, rather than an officer repeatedly arresting the same individual for the same offence without further intervention, the officer uses the process to understand why the problem is continually occurring. All parties involved are encouraged to come up with a viable solution, supporting the DRPS philosophy of Problem Oriented Policing.

Partnership

*Mental Health Pre-Charge Diversion*

The Mental Health Pre-Charge Diversion Program is a partnership between the Durham Regional Police Service, Durham Mental Health Services (DMHS) and the Crown Attorney’s Office that aims to divert adults, who have committed a minor offence and suffer from a mental illness, to health and

human services. This means that we are not criminalizing the mentally ill when health services and other community supports are the most appropriate, and needed, resources for the individual.

From a police perspective, the objectives of this partnership are to reduce calls for police service, reduce the load on the court system and create a positive police contact for the client and their family. This strategy aims to increase accountability by ensuring the clients receive a closely monitored and structured program that will better contribute to their success in the mental health system. The goal of DMHS is to ensure that the client receives the appropriate support services and that there is early intervention and linkage. There is an opportunity for DMHS to engage clients they may not otherwise see and provide more effective symptom management, while reducing recidivism. The Crown Attorney's Office is supportive of these programs as they fit with the province's "Justice on Target" strategy.

The program itself is a voluntary program. To be eligible to participate the adult client must be known or appear to be experiencing a mental health disorder. In addition, there must be evidence that a minor criminal offence has occurred and there is not a victim requiring protection. Offences considered as minor for the purpose of the program include, but are not limited to, the following:

- Theft Under
- Possession Under
- Mischief Under
- Fraud Under
- Cause Disturbance
- Minor Drug Possession
- Take Motor Vehicle without Consent
- Passenger in a Stolen Auto

If the offender, after being read the Rights to Counsel and having their options explained, elects to participate in the program then they must attend the DMHS office at the Durham Court House within seven days. DMHS identifies the necessary support strategies and arranges for support services to ensure the successful completion of the program.

In 2011, eleven people elected to take part in the program; no clients have re-offended following participation in the program. While the Mental Health Pre-Charge Diversion Program makes very

effective use of a service that is already available in the community, increasing the accessibility of these community services to individuals in need could mean there would be no need for police involvement from the start.

### *Extrajudicial Measures (EJM) Youth Diversion Pre-Charge Program*

With a goal to promote youth safety and reduce youth involvement in crime and disorder, the Durham Regional Police Service engaged in a partnership that aims to respond to the needs of youth in conflict with the law through a continuum of programs, services and community supports. The agencies involved in this collaborative, formal partnership meet regularly to discuss service levels, case management protocols, the evolving needs of our youth, and creative responses using existing support services in the community. Agencies taking part in the formal EJM partnership include Eastview Boys and Girls Club, John Howard Society of Durham, and Lakeridge Health Corporation (Pinewood Centre) with The Ministry of Children and Youth Services providing funding and oversight. In addition to this formal partnership, the DRPS connects youth with other community agencies and programs including Ontario Shores Centre for Mental Health Sciences (Assessment and Counselling), TAPP-C (Arson Prevention Program for Children), and Champions for Youth (Mentoring Program).

To be eligible to participate in the diversion program, the young person (age 12-17) must accept responsibility for participation or involvement in the commission of an offence. The young person having been informed of their rights and consenting to participate in an extrajudicial measure is connected with a Youth Diversion Coordinator within the DRPS. The coordinator engages the youth and their parent(s) or guardian(s) and makes a referral to one of the identified service providers to complete the needs-based EJM.

#### *The Community Partners:*

The Eastview Boys and Girls Club facilitates the Restorative Justice component of the EJM. This process helps to restore relationships between youth, families and communities when dealing with issues of bullying, theft, mischief and minor assaults. Parents and guardians are encouraged to participate in the Restorative Justice process and have chosen to be highly involved with the process and their youth since the inception of the program.

The John Howard Society of Durham's services for youth includes Anger Management and Anti-Theft group sessions. Program materials for the Anger Management sessions address communication skills, anger awareness, cognitive appraisal, anger payoffs, personal triggers, bullying and time-outs. The materials for the Anti-Theft sessions include general awareness and an overview of consequences, decision-making and personal values, peer pressure, empathy, victim awareness, case studies, along with a questionnaire. Individual counselling is available to accommodate those youth who are unable to attend a group session.

Pinewood Centre is the addictions program of Lakeridge Health and through this partnership accepts direct referrals from DRPS to its programs. Most youth requiring these services are referred to the DAWN Program, an educational and motivational program for youth who are using alcohol and/or drugs. These youth are either uncertain about or do not intend to alter their pattern of use. They are encouraged to reflect on their present situation and the impact that substance use has on various aspects of their life. Pinewood Centre attempts to engage parents in treatment, as family involvement increases the potential for lasting change.

In 2011, DRPS officers diverted 562 youth to our community partners with 98% of these youth successfully completing the program. Diversions were used for minor criminal offences involving theft, mischief, assaults, thefts and drug possession (marijuana).

*DRPS officers identified a young shoplifter for diversion. As part of her needs-based EJM, this youth was referred to and successfully completed the Anti-Theft Program. The John Howard Society reported that the youth continued to attend her program and was referred to a number of other services within the John Howard Society; she attended a resume workshop and an employment services program. After identifying that this youth and her family had financial struggles, the John Howard Society provided her with food donations and some money to help purchase clothing. This youth disclosed to her counsellor that the arrest was "...the best thing, but I regret the theft." While she was held accountable for her behaviour, the John Howard Society empowered her to problem solve.*

## Community Policing Initiatives

### *Durham College and University of Ontario Institute of Technology (UOIT)*

Disorder and property damage complaints have been ongoing problems in the area around Durham College and UOIT where students rent houses in family neighbourhoods. To address this problem, the DRPS has collaborated with City of Oshawa by-law officers who attend the problem locations with our uniformed officers and lay all the relevant charges. The by-law officers are experts in the field and have the court experience to make the charges count. In addition, the DRPS has developed a relationship with the college and university security staff. They notify the DRPS of significant upcoming events that have come to their attention, so that the Target Team can be rescheduled to complement the front-line patrol numbers.

The prevention aspect of having officers attend the locations before the parties begin makes a difference in deterring the undesirable behaviours. Although there was the same volume of noise complaints in September 2011 as September 2010 (32% less than 2009), there was only one call about property damage down from the six calls to DRPS in September 2010. For this same back-to-school period, there were no calls about youth loitering in 2011 where there were five in 2010.

### *Driving Campaigns*

In an effort to keep our roads safe DRPS joined the Durham Regional Health Department and Works Department, and the Ontario Provincial Police, to launch the safe driving campaign, “Think and drive...a second is all it takes.” This education and enforcement campaign addressed three driving behaviours that lead to motor vehicle collisions in Durham Region; speeding, distracted and impaired driving. The “Think and Drive” campaign included focused enforcement strategies by DRPS and OPP that ran from September to December. Promotion in various community publications and facilities, and posters and billboards displayed throughout the Region encouraged area residents to take action and assess their driving behaviours.

A 2010 survey of over 1,000 Durham Region drivers found that more than 60 percent never talk on a cell phone while driving and over 80 percent said they never send or read a text message or email while driving.

Another joint-effort that focused on distracted driving enforcement and education took place at the intersection of Bond and Simcoe in Oshawa. The Durham District School Board, Durham District

Catholic School Board, Durham College and UOIT, Oshawa Power Basketball and All State Insurance teamed up to educate the public about the dangers of distracted driving. Students, community groups and officers spent a day handing out “Drop It and Drive” pamphlets at the intersection. After observing numerous offences, officers began enforcing the infractions, issuing fifty Provincial Offence Notices primarily for red lights, seatbelts and distracted driving offences. (Board Minute M234-11 refers)

### *Parent Police Coalition*

The East Division Youth Team has created partnerships between police, schools, community support agencies and parents in an effort to educate parents about issues their children may be facing such as drugs, mental health and internet safety. The team meets monthly with members of the community, bringing subject matter experts in to moderate discussions and present relevant information.

Topics covered include:

- Mental Health
  - Presented by: Ontario Shores, DRPS Mental Health Unit, Kawartha Pineridge District School Board
- Bullying and Teen Issues
  - Presented by: Courtice High School drama team, Boys and Girls Club of Durham
- Internet Safety
  - DRPS ICE unit presented on sexting, internet luring, Facebook, Twitter and other social media issues

East Division hopes to raise the exposure of the Parent Police Coalition and increase attendance at the meetings throughout 2012.

### *Community Contact on the Street*

For six weeks last spring, frontline officers worked on foot in central and south Oshawa, meeting people face-to-face and building community relationships. With support from the City of Oshawa, officers worked to provide the personal approach that our community appreciates. In addition to positive community contact, the initiative worked towards crime prevention and law enforcement, with officers performing 165 street checks, laying about 160 criminal charges, writing 200 tickets and arresting 129 people.

### *Street Level Robbery*

West Division has an average of 140 reported street level robberies each year. Traditionally, the Street Level Robbery Unit (SLRU) took a reactive approach to policing and investigating these crimes. Shifting to a problem-oriented policing model, West Division used crime analysis data to identify when and where street level robberies were most likely to occur.

Working with the Durham District School Board and the Durham District Catholic School Board, the DRPS conducted a short survey to gauge students' sense of safety and general feelings towards the police at three specific high schools located near the targeted areas. We received over 2900 responses, representing 64% of the student population at these schools.

After running a spring initiative, a follow-up survey will be conducted to evaluate any changes in the students' sense of safety, behaviour when travelling to and from school, and general attitudes towards the police. (Board Minute M234-11 refers)

### Engagement

#### *Whitby After-School Program*

R.A. Sennett Public School was home to youth from an area that police identified as high-risk, an area where the relationship between police and the youth was non-existent. In October 2008, the Town of Whitby attained a Safer and Vital Communities Grant from the Ministry of Community Safety and Correctional Services to run an "After School Program" at this school, in partnership with the Durham Regional Police Service and the Durham District School Board. The program began with one police officer, one teacher and two programmers from the town who built the program with the needs of the community in mind. Following the \$20,000 in grant funding, which provided for the program from March 2009 until December 2009, the Police Appreciation Night Board offered funding for the program to the end of the 2009/2010 school year.

The goals of the program were to:

- Help young people develop positive relationships with adults
- Provide support, and guidance to the youth
- Provide a positive environment that helps young people develop positive relationships with peers, adults and police
- Provide enriching, creative activities in which they can participate

- Give youth opportunities to develop leadership and decision making skills
- Develop positive conflict resolution skills
- Create a peer mentorship component
- Reduce youth related crime in the area.

The program has been successful in achieving the objectives of providing a range of structured and unstructured, supervised activities in a safe environment for youth. It has assisted youth to develop meaningful relationships with caring adults, including the police, and has helped them to make positive decisions and develop life skills. ProAction Cops and Kids funded special events that offered the participants life experiences they may not have otherwise had; these events included having a sit down dinner at a restaurant, attending a sporting event and participating in a bus tour to see Christmas lights. The After-School Program has allowed the youth to give back to their community through participation in park clean up days and intergenerational programs with seniors from the Whitby Seniors Activity Centre.

Recently, the Town of Whitby approved funding for the expansion of the program to John Dryden Public School and for new youth programming out of the Centennial Building. In an effort to provide additional resources, expertise and sustainability to the program the Eastview Boys and Girls Club joined the program. The Eastview Boys and Girls Club will provide the foundation for this program to continue, and others like it to develop, and it will continue as a partnership between the Town of Whitby and the Eastview Boys and Girls Club. While Cst. Donna Murray of the DRPS championed the initial program, the program will continue with leadership by the community. The Durham Regional Police Service will act in a supporting role, moving this to a program of community engagement.