

Classification **PUBLIC**

Meeting **July 10, 2017**

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: _____

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, but not limited to, our Vision, Oaths of Membership, Annual Report, Business Plan and Diversity Equity Inclusion Strategic Plan. 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 and Purge 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 Police Record Check (PRC) 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, and is 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 a Freedom of Information (FOI) request or a routine release to an outside agency, is carefully monitored through the Information Release and Privacy Coordinator.

There were six Privacy Breaches reported to the Information and Privacy Commissioner of Ontario in 2016; three of which were determined to be as a result of human error and three more concluded to be unfounded. This total is a slight increase over the year 2015 in which there were four Privacy Breaches reported to the Information and Privacy Commissioner of Ontario.

FOI Compliance

In 2016, the FOI Unit received 1458 access requests for information. This number is an increase from the previous year which totaled 1340 requests for information and represents an 8.8% rise. At 2016 year end, however, the DRPS reported a 100% compliance rate in meeting FOI requests for information, an increase from only 43% compliance in 2015. This increase in compliance was due to changes implemented following a review by the CIP Team, as well as, additional measures taken by members of the Information and Privacy Unit itself at the end of the year. In addition to process changes taken in 2016, one new staff member was added bringing the unit up to full strength. The Unit also utilized the assistance of another member on a full time basis and also drew upon the assistance of a second member when it was needed.

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):

- Police Record Checks
- 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 Police Record Checks, Freedom of Information and Destruction of Fingerprint requests that are available during Monday to Friday 7 a.m. to 9 p.m. at Central East Division and 7 a.m. to 8 p.m. at West Division. Central West Division in Whitby is open to the public weekdays from 8 a.m. to 9 p.m. The new East Division in Bowmanville is open weekdays excluding holidays from 8 a.m. to 7 p.m. while North Division in Port Perry is open weekdays excluding holidays 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, conveniently located in the same building 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 Division, East Division and Central West Division), and also at the Regional Reporting Centre, the Operations Training Centre, at the two Community Police Offices (Beaverton and Uxbridge) and at Durham Region Victim Services (formerly the South Oshawa C.P.C.)

Information Release Unit

The Information Release Unit operates out of a designated area on the third floor of the Region of Durham Headquarters building. It provides timely on-site processing of Criminal Information Requests and digital fingerprinting and is open to the public on weekdays (excluding holidays) from 8:00 A.M. to 5:00 P.M. The public is also provided with an up-to-date expected response time for their document requests here through the utilization of notices being posted at each police station and by regular weekly updates provided to them on the Durham Regional Police external web site.

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 of Durham Region is located at 1129 Athol Street in Whitby Ontario, next to Sir William Stephenson Public School. The Village was built with the focus of providing valuable safety lessons to the children of Durham Region.

The Kids' Safety Village runs special events that are open to the public throughout the school year. This past year, the Kids' Safety Village hosted the: 'Nine Nights of Christmas' event; a 'Halloween Haunt'; a 'Community Safety Day'; and an 'Easter Egg Extravaganza' event.

The Kids' Safety Village has taken steps to modernize its delivery of various programs taught to children. A 65 inch SMART TV was donated by the Manufacturing and Technology Centre (MTC) earlier in the year and Wi-Fi access has since been installed at the Kids' Safety Village as well. This has allowed staff at the Kids' Safety Village to present a more engaging and interactive list of programs and events to the children in attendance.

The inventory of new and current programs offered by the Kids' Safety Village to children are many and include: Bike and Helmet Safety; 911 Emergency Alertness; and the Internet Safety and Cyber Bullying Awareness Program. In addition to these programs, continued work is being done to prepare a Mental Health Program and a Grades 7-8 Peer Pressure Awareness package to present to pre-high school students.

Earlier this year, the Kids' Safety Village Board approved the purchase of 20 Kettler pedal cars to replace the Peg Perego motorized Jeeps that have been in use for the past several years. These new vehicles were introduced to engage students in physical fitness and came with an economical benefit, priced at half the cost to purchase versus a motorized jeep that had also been considered as an alternative to purchase instead.

It should also be noted that the Kids' Safety Village recently received the assistance from General Motors of Canada in the form of a miniature building donated by them and that has since been transformed to resemble a Chevrolet - Cadillac Dealership.

Finally, the summer of 2017 will also see the Kids' Safety Village undergo some additional upgrades to its facilities which will contribute to a revitalized look to it for the upcoming fall school year.

All schools are eligible to attend the Kids' Safety Village during the school year, with teachers able to book classes using the Kid's Safety Village on-line system or by simply calling the Village itself.

Accessibility

All Divisions, Community Policing Centre's and the Regional Reporting Centre have barrier free public access with one exception. The Uxbridge Community Police Centre is leased from the Township of Uxbridge and is primarily used by officers for occasional report writing and breaks from vehicle patrol. It is not staffed to allow for unannounced public visits although officers can facilitate such visits and meetings when they are present. Public access is available in two ways a) through the Youth Centre located at the front of the building and which has a noncompliant accessible ramp, or b) they are escorted from the lower level entrance at the rear of the building and proceed up the stairwell. The noncompliant ramp and stairs cause this rented facility to be categorized as not accessible. Should a member of the public wish to meet with one of our officers, the officer would arrange an alternative meeting place to serve that member of the public.

In November 2016, DRPS Facilities provided the Township of Uxbridge a document with suggested modifications to bring the Youth Centre entrance into accessibility compliance. However, the Township replied that the building's future was in jeopardy and has since indicated that they expect to terminate the lease early in 2018 as the building itself is now planned to be demolished to make way for a waterway rejuvenation project. Accordingly, the accessibility ramp will not be upgraded. Selection of a new location for the Uxbridge CPC will include accessibility as a guiding selection consideration.

The Operations Training Centre and Forensic Investigation Facility have barrier free access but are not generally accessed by the public.

West Division, the Regional Reporting Centre and the Property Bureau are buildings with either a basement and/or second floor but do not have an elevator. The lack of an elevator affects staff but has no impact on 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 to a member of the public 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.

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 Centre's (Community Police Offices, satellite Community Policing Centre's, and the Police Learning Centre all provide a point of contact for citizens within the Region
- Public Needs Survey

As of May 11, 2017 the Corporate Communications Unit had issued 266 formal media releases this year. This number was close to the same level issued last year (274) despite the fact that there was an absence of a full-time Media Relations Officer from this position for one month due to a retirement.

Media releases are triggered when information is received by Corporate Communications related to criminal activity in neighbourhoods or from requests made by investigators to support ongoing investigations. In all of 2016, DRPS issued a total of 804 formal media releases and these news stories ranged on a wide variety of topics from law enforcement and crime prevention to upcoming events and changes in executive police positions. This is the third highest number of formal media releases in the history of the DRPS and far exceeded the 702 media releases issued in 2015. It should be noted that all media releases refer to the DRPS website, Facebook page and Twitter account and many of these news releases drive additional traffic to the Durham Regional Crime Stoppers telephone line, encouraging members of the public who may have information on a crime to come forward through their confidential tips to Crime Stoppers.

Corporate Communications also responds to about 5,000 media/public phone calls and about 3,000 media/public emails each year.

Our website (www.drps.ca) has a wealth of information for the public, including public safety tips, educational videos, updates on investigations and images of wanted suspects. The website averages about 2 million visits a year and features a responsive design, enabling mobile users easy access to website information on their smartphones, tablets or other devices.

In terms of social media, our organization now has 23,300 likes on our corporate Facebook page, an increase from 14,500 in 2016 and 7,535 in the year 2015. Our weekly post reach on Facebook ranges from 30,000 to 80,000 hits, depending on the stories and visuals provided on any given piece of information released. We now have 44,000 followers on the corporate Twitter account which is also an increase from 23,400 followers in 2016 and 11,851 in 2015. All five Divisions continue to be active on Twitter, sharing local information with their communities. From time to time, we are surpassing one million Tweet impressions for a single month. The Service now has 416 subscribers on its YouTube channel and has generated a total of 238,068 views on it since 2008.

Our social media numbers increased significantly in early February 2017 when Constable Jarrod Singh of Central East Division was captured on video hip-hop dancing with UOIT students who were shooting a video in downtown Oshawa. The video went viral and, at last check, had been downloaded on various social media platforms over 5 million times around the world. The positive public relations exposure generated by this impromptu action taken by the officer was phenomenal and triggered a series of imitations across North America.

Diversity Advisory Committee (DAC)

The Diversity Advisory Committee 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 Diversity Advisory Committee is to enhance harmony and communication between the community and the Durham Regional Police Service in the interest of providing increased public safety. The mission of the Diversity Advisory Committee is to create a mutual partnership between the community and the DRPS. It works collectively to create an environment of trust and openness to stimulate dialogue that results in a safer community.

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

The Diversity Advisory Committee has undergone a renewal process with the appointment of a new community co-chair. The committee itself has established a new operating framework and is now focused on its membership growth and working to refine its mandate. To ensure the Diversity Advisory Committee is representative of our changing community composition, it has now expanded from twelve to eighteen community members and these members were selected in large part from our resident populations that were either underrepresented or unrepresented on the committee in the past.

On October 4, 2016, the Diversity Advisory Committee hosted the *Speak Up Durham* Diversity Open House. The purpose of this panel discussion was to talk candidly with residents that reflect the diversity in the population of our Region with a focus on heightened police-community relations.

The panel for this open house consisted of Chief Paul Martin, Deputy Chief Chris Fernandes, Deputy Chief Udaypal Jaswal, CAO Stan MacLellan and leaders from each D.R.P.S. policing division as well as local community leaders who sit on the Diversity Advisory Committee. Chief Martin and Regional Chair and Police Services Board Chair Roger Anderson provided the opening remarks and then opened the floor for members of the public in attendance to ask questions they had for the panel members. Residents were also able to send in their questions for this meeting in advance of the event if they preferred instead that the moderator assigned to the forum ask the panel members their respective questions.

After the success of the past *Speak Up Durham* open houses, DRPS invited the public and, specifically, local students to encourage them to participate in a subsequent panel discussion on diversity, inclusion and community relations with the DRPS.

On March 8, 2017, the DRPS Chief's Diversity Advisory Committee hosted the 3rd Annual *Speak Up Durham* Diversity Open House. The purpose of this panel discussion was once again to support open dialogue with local youth that represented the diversity contained within our community and to promote an enhanced police-community connection.

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 2016, the Communications Unit answered a total of 184,447 telephone calls received on the 911 emergency phone lines. Additionally, the Communications Unit answered 337,356 calls received on both their internal and non-emergency phone numbers. This number compares to the 344,549 calls on the internal and non-emergency lines received by the Unit in 2015.

In 2016, the Communications Unit had 108,411 citizen generated calls-for-service. This number represented a 3.6% increase over the year 2015 (i.e. 104,648 calls dispatched). The number of emergency calls dispatched in 2016 totaled 7,504 which reflected a 7.7% increase over the previous year (6969 calls dispatched). In addition, 31,755 urgent calls (a 10.4% increase over 2015 at 28761 calls-for-service) and 69152 routine calls (a marginal 0.3% rise in calls for service from the prior year of 68918) made up the balance of all citizen generated calls-for-service managed by the Communications Unit in 2016.

In relation to incoming calls to the D.R.P.S. Call Centre, increases in emergency calls can still be attributed, at least in part, as a result of enhanced Bell Canada technology introduced last year that has led to the capturing of more “pocket dial” and dropped calls. Also, there has been a marked increase in emergency calls linked to the reporting of suspected impaired drivers by members of the public.

For the year 2017 to-date (as of May 12th), the Communications Unit had received 37,031 citizen generated calls-for-service. This number was comprised of 2,538 emergency calls, 11,034 urgent calls and 23,459 routine calls. The number of calls for service here is trending at a rate similar in volume to that of 2016 relative to this same time period.

Finally, as of April 30, 2017, the Communications Unit had answered 101,865 calls on the internal and non-emergency lines.

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:

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 continue to actively work on enhancing aspects of our Service delivery.

Data Support:

Our Manager of Facilities Management, 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.

As of September 28, 2015 a 9-1-1 call taker has been able to converse using text messaging to a member of the Deaf, Deafened, Hard of Hearing or Speech Impaired (DHHSI) Community who have pre-registered through their wireless service provider. The DHHSI member cannot text directly to 9-1-1 for emergency assistance; rather they must place a voice call first on their cellular device. There is no need for them to speak, as the 9-1-1 call taker will receive an indicator to communicate with the caller via text messaging. The 9-1-1 call taker then initiates text messaging with the caller to address the emergency. Text with 9-1-1 (T9-1-1) simply provides the 9-1-1 call taker with another means to obtain further information from a caller who is unable to communicate verbally. This service is provided through the Canadian Wireless Telecommunications Association (CWTA).

Since July 2014 members have been required to take specific Integrated Accessibility Standards Regulation (ISAR) training modules to meet the needs of their particular 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 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 available for use by the public and employees 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.

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:

The Information Release Unit follows 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 related information, ensuring a balance is struck 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.

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 Unit is led by Auxiliary Inspector Jason POW, and three Administrative Auxiliary Staff Sergeants. The authorized strength of the Unit is ninety members (90). Currently there are 72 members as of May 2017. The authorized strength reflects ten percent of sworn strength. In 2012 Chief Ewles 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. The Auxiliary Unit is actively recruiting new members in attempt to reach their authorized strength.

In 2016, the Auxiliary Unit participated in a total of 161 events throughout the Region. Members of the Unit contributed 17,561 hours of service to the community in their role as an auxiliary officer. Total Auxiliary Unit training was in excess of 4200 hours in 2016 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.

Victim Services

In 2016, the Durham Regional Police Service continued their on-going partnership with Victim Services of Durham Region (VSDR), a local non-profit charitable organization which operates the Victim Service Unit on behalf of Durham Regional Police. As of June 1st, 2015, Victim Services has been accommodated at our South Oshawa Community Station.

Victim Services provides immediate crisis response, intervention and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Victim Services provides victims of any crime or tragedy with free and confidential supportive services aimed at early intervention, on-site or over the phone crisis intervention 24 hours a day, 7 days a week, 365 days a year.

Victim Services recognizes that while each person’s reaction to trauma is highly individual, people who have been victims of a crime or tragedy often share a sense of having lost control over their lives. In the initial stages of any crisis, most people want to speak to someone who will understand their immediate need for information pertaining to: personal safety and options available to them. Working alongside the office in charge, the support provided by the Volunteer Victim Crisis Responders ensures the victim is safe, emotionally stabilized and connected to the appropriate services.

In the spirit of building trusting relationships and supporting personal autonomy, the goal of Victim Services Crisis Responders is to make a difference in victim's lives by relieving their distress and reducing the likelihood of further harm by changing any of the following over the short (and long-term): their emotional state, attitude, knowledge, condition, behavior, skills and/or status.

Following an intense selection process, specific knowledge, skills and abilities are imparted in a comprehensive on-line and in-class training program that enables the Volunteer Victim Crisis Responders to provide effective support to victims. The training program is delivered by a skilled Volunteer Program Coordinator, whom facilitates learning on topics, such as, but not limited to the following:

- Victim Services Programs, Volunteer Victim Crisis Responder Roles and Responsibilities
- Crisis Intervention Skills, Effective Communication and Active Listening
- Understanding Trauma, Trauma-informed care and Crisis Response
- The Criminal Justice System and applicable Legislation
- Community Referrals and Support Systems
- Diversity, Inclusivity, Accessibility; and
- Death, Grief and Bereavement

Throughout 2016, Victim Services continued to recruit, select and train a group of new volunteers in both the spring and autumn sessions last year, resulting in the addition of 46 new Victim Crisis Responders. This action brought the total number of volunteer Victim Crisis Responders to 87 at the end of 2016.

Victim Services volunteers offer a wealth of community perspective from across Durham Region, including diverse demographics such as age, gender, culture and language (eg. Tamil, French, Tagalog, Polish, Russian and Ukrainian), professional backgrounds and formal education (eg. psychology, emergency services, health services, education, corporate communications and marketing, correction services etc.). Formal and informal recognition and deep gratitude is extended to the volunteers as they willingly give their time to victims of crime, helping victims when they need it most.

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

In the year 2016, policing operations conducted a total of 194 ride-along opportunities across our Police Service for members of the public.

Volunteers

The Police Volunteer Program is a civilian complement of community members available to assist our Service in a variety of crime prevention functions or events. Volunteers provide their valuable time, efforts, and experience without remuneration. Volunteers have direct contact with a member from our Service for all events and are utilized throughout the Region for community-partner related functions, such as: Police Week; Crime Prevention Week; Durham Regional Police Food and Toy Drive; Law Enforcement Torch Run for Special Olympics; Racing against Drugs Programs and the Kids' Safety Village.

Currently the Police Volunteer Program operates under the Community Safety Unit. The selection process to become a volunteer consists of an application process, candidate interviews, resume and reference/background checks, as well as, a positive Criminal Information Request response and a driver's license abstract. Successful candidates are photographed and the DRPS Oath of Secrecy, Volunteer Agreement and Emergency Notification forms are filled out and signed. Volunteers are given a shirt with DRPS logo and a volunteer photo identification tag to be worn at all events. In addition to being trained, each volunteer is given a copy of the Volunteer Program Directive (LT-06-002) for review and understanding of the applicable rules and regulations.

The Volunteer Program Coordinator position, formerly filled by a civilian volunteer, is now coordinated by Constable Darryl Rice of the Crime Prevention Unit. Constable Rice, along with two civilian team leaders, organizes and manages all requests related to volunteer related functions and events.

In 2016, a renewed focus was placed on the recruitment of additional volunteers to the Police Volunteer Program. In the wake of these efforts, the size of the program has now been expanded to the point that it is now staffed by a total of 61 people.

Therefore, I report compliance with this provision.

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