

Classification **PUBLIC**

Meeting **July 13th, 2016**

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 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 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 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, 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 four Privacy Breaches reported to the Information and Privacy Commissioner of Ontario in 2015; three of which were founded due to human error and the fourth was determined to be unfounded.

This is a slight increase over 2014, where there was two Privacy Breaches reported to the Information and Privacy Commissioner of Ontario; one of which was founded due to human error, with the other being unfounded.

FOI Compliance

In 2015 the FOI Unit received 1340 access requests, slightly higher than the previous year of 1297. At year end, the DRPS reported a 47.1% compliance rate, double the 23% rate from 2014. This increase in compliance was due to changes implemented following a review by the CIP team, as well as other measures taken by members of the Information Release Unit. In addition to process changes, one new staff member was added, bringing the unit up to full strength. This fine-tuning of the unit resulted in the immediate improvement with the 30-day compliance response time. Compliance rate percentages gradually increased from September, ending with a 100% compliance rate for the month

of December. This has continued into 2016, with the FOI Unit achieving 100% compliance in every month, for the first six months of the year. At this rate, it is anticipated that our Service will reach new compliance levels that mirrors the top 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. 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

On June 21, 2016 after being at Central West Division for six years, the Information Release Unit returned to a redesigned area on the third floor of the Region of Durham Headquarters building. It provides “while you wait” processing of Criminal Information Requests and digital fingerprinting, open to the public weekdays, excluding holidays from 8:00 a.m. to 5:00 p.m. The public is provided “up to date” with the expected response time for these documents by posted notices at each station and regular weekly updating our 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 Village runs five special events that are open to the public throughout the school year. Events throughout the year focus on Water Safety, Road Safety, Fire Safety, Go Transit, Graffiti, and Internet and Media safety. All schools are eligible to attend 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.

The Village is growing to include a larger Police Classroom and a new Fire Classroom. New sponsors include Ontario Power Generation and CN Rail, joining the Village Family of returning sponsors like Go Transit, Ministry of Transportation, and GM just to name a few. This increased growth and partnership provides added educational and awareness opportunities to the children of Durham Region.

Accessibility

Including the new East Division that opened to the public on February 1, 2016 all Divisions, Community Policing Centre’s and the Regional Reporting Centre have barrier free public access with one exception. 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. The Operations Training Centre and new Forensic Investigation Facility (February 2016) have barrier free access but are not generally accessed by the public.

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 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 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 June 30th, 2016 the Corporate Communications Unit has issued 393 formal media releases this year, substantially higher than the 350 last year at the same time. These media releases are generated due to criminal activity in neighbourhoods or from requests made by investigators to support ongoing investigations. In 2015, DRPS issued 702 formal media releases on a wide variety of topics, from law enforcement and crime prevention to upcoming events and 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 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, updates on investigations and images of wanted suspects. The website averages about 2 million visits a year and features a responsive design, enabling mobile user's easy access to website information on their smartphones, tablets or other devices.

In terms of social media, we now have 14,500 likes on our corporate Facebook page, up from 7,535 in 2015. Our weekly post reach on Facebook ranges from 30,000 to 80,000, depending on the stories and visuals.

We now have 23,400 followers on the corporate Twitter account, up from 11,851 in 2015. All five Divisions continue to be active on Twitter, sharing local information with their communities. For the first time ever, we surpassed 1 million Tweet impressions for a single month (May 2016) through the corporate account.

The Service now has 311 subscribers on its YouTube channel and 214,184 views. We also opened a corporate Flickr page in May 2016 in support of an Oshawa property crimes investigation.

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.

The Diversity Advisory Committee has undergone a renewal process with the appointment of a new community co-chair. The committee has established a new operating framework and is now focused on its membership growth and working to refine its mandate. To ensure the DAC is representative of our changing community composition the DAC expanded from twelve (12) community members to eighteen (18) community members and that the members were selected from our resident populations that are underrepresented or unrepresented on the committee.

The DAC held a diversity and inclusion open house entitled Speak Up Durham on October 8, 2015. The open house provided opportunities for members of the community to make their voices heard in a public forum. The event opened with a short presentation by Police Chief Paul Martin and Community Co-Chair of the Diversity Advisory Committee (DAC) Shashi Bhatia. The session was not only well organized, but was well attended and enabled for the start of open and honest dialogue between the community and the DRPS. The session was moderated by Mr. David Mitchell.

The Diversity Advisory Committee submitted a post event report relating to the Speak Up Durham Diversity Town Hall event in October 2015. This report was prepared by a consultant on behalf of the Diversity Advisory Committee. The report distills the event and the key themes arising from the question and answer component of the evening. The themes from the event are linked to the priorities established in our diversity strategic plans. A series of recommendations from the Diversity Advisory Committee have been included in the report.

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 2015, our Communications Unit answered: 166,455 phone calls received on the emergency line. Additionally we answered 187,879 calls received on our internal and non-emergency number.

In 2015, we had 104,648 (+ 7.3%) citizen generated calls for Service. This is comprised of 6,969 (+29%) Emergency Calls 28,761 (+1%) Urgent Calls and 68,918 (+8.5%) Routine calls.

By comparison to 2014, we had 97,493 citizen generated calls for Service. This is comprised of 5,416 Emergency Calls, 28,530 Urgent Calls and 63,547 Routine calls.

These are DRPS incoming calls to the Call Centre. Increases in Emergency Calls are primarily attributed to capturing more “pocket dial” and dropped calls due to enhanced Bell Canada technology that was introduced last year.

In 2016 (YTD 30 Jun 2016), we have had 52,838 citizen generated calls. This is comprised of 3,675 Emergency Calls, 14,711 Urgent Calls and 34,452 Routine Calls. These calls are trending close to 2015 numbers.

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.

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.

In December 2015, a Collision Reporting Centre (CRC) Customer Survey was designed in collaboration with the Traffic Services and DRPS Planning Unit. It is more specific to the CRC process, however there is a general question requesting the public to rate their overall experience at the CRC. The survey is currently available both in written form and also online and can be located at <http://fluidsurveys.com/surveys/drps/crc-survey/>. The survey includes 11 questions, each establishing measureable outputs for continued improvements to customer service. So far to date of June 21st, 2016, 147 citizens have completed the survey. Citizens rated the overall experience at the CRC as

follows: 66 Rated it excellent (44.6%), 44 rated it very good (29.7%), 31 rated it good (20.9%), 5 rated it fair (3.4%) and 2 rated it poor (1.4%).

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 is currently following 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.

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 63 members as of June 2016. 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 2015 the Unit participated in 248 events throughout the Region. This is the most events in the Units 39 year history. Members of the Unit contributed 20,943 hours in service to the DRPS and the citizens of the Region. Training was in excess of 4900 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.

Victim Services

We continue our strong partnership with Victim Services of Durham Region (VSDR), a local non-profit charitable organization, since they operate the Victim Service Unit on behalf of the Service. As of June 1st, 2015 Victim Services has been hosted in 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 and Services, 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
- Death, Grief and Bereavement

- And, the benefits of volunteering with Victims.

Throughout FY2015/16, Victim Services continued to recruit, select and train a group of new volunteers in the both the Spring and Fall sessions, resulting in the addition of 32 new Victim Crisis Responders (graduating in April and December 2015). This brought the total volunteer Victim Crisis Responder count to 100 in 2015.

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.*

Any other person(s) authorized by the leader of the division, branch or unit conducting the Ride-Along Program. In 2015, policing operations conducted a total of 149 ride-along opportunities across all divisions.

Volunteers

The Police Volunteer Program is a civilian complement available to assist Service or community members in a variety of crime prevention functions or events. Volunteers provide their valuable time, efforts, and experience without remuneration.

Currently the program operates under the umbrella of the Neighbourhood Safety Unit in the Community Safety Branch. 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, Volunteer Agreement, and Emergency Notification

forms are filled out and signed. Volunteers are given a shirt with DRPS logo and 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, has now been taken over by sworn officer Cst. Corey Walsh, Crime Prevention Unit. Cst. Walsh, along with two civilian team leaders, coordinates and manages all requests related to functions and events. As a result of this change and a concerted focus on new recruitment, the Volunteer Program is staffed with 61 members (June 2016).

These police volunteers provide a valuable service by enhancing our crime prevention programs and links with various communities throughout the Region of Durham. Volunteers have direct contact with a member from our Service for all events and are utilized throughout the Region for Service and community partner related functions and events. Examples include: 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.

Therefore, I report compliance with this provision.

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