Classification **PUBLIC**

Meeting **July 16, 2019**

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: _____ Date: 07 July 19
Chief of Police

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 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 carried out 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 two Privacy Breaches reported to the Information and Privacy Commissioner of Ontario in 2018 both of which were determined to be as a result of human error and steps have been taken to prevent a recurrence. The total in 2018 reflects the same total reported in 2017.

FOI Compliance:

In 2018, the FOI Unit received 1458 access requests for information. This number is a slight increase from the previous year which totaled 1449 requests for information and represents 0.62% increase. At the end of 2018, the DRPS was able to once again report a 100% compliance rate in meeting the legislated response time for FOI requests. The FOI unit is staffed with 3 full-time analysts, one FOI Coordinator and has utilized the assistance of another member in the capacity of a learning opportunity. Members participating in the learning opportunity are then utilized to ensure full coverage during the absence of full-time members, which assists the unit in maintaining their 100% compliance rate.

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 for providing for the appropriate accessibility, privacy and safety of both the public and members alike.

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. Instead, these additional services are available during the time frame of Monday to Friday from 7 a.m. to 9 p.m. at Central East Division and from 7 a.m. to 8 p.m. at West Division.

Central West Division in Whitby is open to the public weekdays, excluding holidays, from 8 a.m. to 9 p.m. East Division in Bowmanville is open weekdays, excluding holidays, from 8 a.m. to 6:30 p.m. while North Division in Port Perry is open weekdays, excluding holidays, from 8 a.m. to 4:30 p.m.

The Durham Regional Police Reporting Centre, located at 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). This facility provides incident reports, property reports and offers answers to general inquiries made by the public. Collision reports can be taken at the Accident Support Services Collision Reporting Centre, conveniently located in this same building, during the same daytime and evening hours.

Emergency telephones that ring directly to Communications/911 are located at North Division, East Division, West Division, Central West Division, the Regional Reporting Centre, the Operations Training Centre, the Beaverton Community Police Office, the Uxbridge Community Police Office and at Durham Region Victim Services.

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 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 is located at 19 Courtice Court, Courtice, Ontario & offers scheduled appointments for the return of property to owners or their agent on 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' and a 'Community Safety Day'.

In December 2017, the Kids Safety Village was closed for renovations that saw the facility expand from one classroom to two. This expansion was to help facilitate the addition of a Fire Safety Program that will be run by members of the various Municipal Fire Services in Durham Region. The renovations to the Kids Safety Village was completed in 2018. This allowed for programming at the Safety Village to begin in time for the 2018 - 2019 school year.

The current programs offered by the Kids' Safety Village to children include: Bike and Helmet Safety; 911 Emergency Alertness; and the Internet Safety and Cyber Bullying Awareness Program. The Kids Safety Village officer as well as other members of the Community Safety Unit have been conducting a review of all the current programs operating at the Kids Safety Village as well as Safety Villages elsewhere in the Province. Moving forward, staff will work with the various school boards throughout the Region to ensure that the Kids Safety Village programs continue to meet the needs of children throughout the Region.

All schools in Durham Region are eligible to attend the Kids' Safety Village during the school year. Currently teachers book classes using email or by contacting the Safety Village staff by telephone. A review of the booking process has been done and work is currently underway to develop an online booking system that will better serve both the schools and the Safety Village alike.

Accessibility:

Every Division, Community Policing Centres and the Regional Reporting Centre have barrier free public access.

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 that an accommodation for 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 Divisions and Community Policing Centre facilities have signs on nearby 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 at this time.

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 Police Services Board meetings (public sessions)
- Distribution of monthly PSB Highlights package
- Briefings to Council (Municipal and Regional)
- Daily updates to the external website (*www.drps.ca*)
- DRPS Facebook, Twitter and Instagram 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 18, 2019 the Corporate Communications Unit had issued 335 formal media releases this year. This is a decrease from the 369 media releases issued last year at this time. One contributing factor is the number of high profile events and major investigations that occurred in Durham Region in 2018.

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 2018, the DRPS issued a total of 812 formal media releases on topics ranging from law enforcement results and crime prevention initiatives to upcoming events and notices of meetings. The average number of media releases issued over the past five years has been 755.

In addition to formal media releases, some police responses are tweeted out in real time, out of concerns for community safety or to respond to calls from the public and the media. In 2018, 795 of these standalone "news" Tweets were issued by DRPS Corporate Communications or by Communications – 911. This brings to 1,607 the total number of public statements issued through formal media releases and/or corporate tweets. In 2017, they combined to total 1,188.

It should be noted that all formal media releases refer to and are also distributed by way of the DRPS website, Facebook page and Twitter account. 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 responds to about 5,000 media/public phone calls and about 3,000 media/public emails each year. The vast majority of inquiries are answered the same day.

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 2.5 million visits a year and features a responsive design, enabling mobile users easy access to website information on their smartphones, tablets or other devices. The DRPS app also brings many of these features on the website to mobile users.

In terms of social media, our organization now has 36,332 followers on our corporate Facebook page, an increase from 28,172 in 2018 and 23,300 in the year 2017. Our weekly post reach on Facebook ranges from 32,000 to 572,000 hits, depending on the stories and visuals provided on any given piece of information released. We now have 62,629 followers on the corporate Twitter account, which is also an increase from 57,293 followers in 2018 and 44,000 in 2017. All five Divisions continue to be active on Twitter, sharing local information with their communities. We regularly surpass one million Tweet impressions for a single month. The Service now has 1,269 subscribers on its YouTube channel, an increase from 838 in 2018 and has generated a total of 725,006 views on it since 2008. Our corporate Instagram account was launched on May 9, 2019 and it now has 1,308 followers.

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 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 and a more inclusive 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. To ensure the Diversity Advisory Committee is representative of our changing community composition, there are eighteen community members and these members were selected in large part from our resident populations that were either underrepresented or unrepresented on the committee.

The committee itself has established a new operating framework and its primary focus is their role within the 2017-2019 Diversity, Equity and Inclusion Strategic Plan with particular emphasis placed on Goal One; 'Total Engaged Community', Goal Two; 'Workforce Reflecting the Region' and Goal Four; 'Diversity Competent Members'.

During 2018, the DAC members met with each of these goal teams. They were able to provide insightful perspectives and suggestions which assisted the teams as they moved towards achieving the goals both within the Service and within the community as well. The teams ultimately implemented many of these suggestions in 2018 and the results were being reported within the quarterly DEI monitoring reports submitted throughout the year.

The DAC members are also far more visible in the community then past practice. We have many committee members attending an assortment of community cultural events, hosting youth sports opportunities collaboratively with DRPS as well as attending various divisions and sharing their personal stories surrounding their cultural and traditional experiences. All of these activities are strengthening our partnership with our Community as well as adding value and depth to our relationships and our DEI competencies.

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 2018, the Communications / 9-1-1 Unit answered a total of 195,510 calls received on the 9-1-1 emergency phone lines versus 178,020 calls received in 2017 (9.8% increase). In total, 94.9% of all 9-1-1 calls were answered within eight (8) seconds.

Additionally, the Communications Unit answered 358,338 calls received on both their internal and non-emergency phone numbers in 2018. This number compares to the 373,288 calls on the internal and non-emergency lines received by the Unit in 2017 (4.0% decrease).

In 2019 (as of 31 May), the Communications / 9-1-1 Unit has received 78,734 9-1-1 calls (0.5 % decrease) and 155,829 internal & non-emergency calls.

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 in 2015 that has led to the capturing of more "pocket dialed" and dropped calls. In 2018, 42,485 calls fell into this category compared to 37,094 in 2017 (14.5% increase). In 2019 (as of 31 May), 17,705 have been received in this manner (0.8% decrease).

In 2018, the Communications Unit handled 120,307 citizen-generated calls-for-service. This number represents a 5% increase over the year 2017 (114,936). The number of emergency calls dispatched in 2018 totaled 7,880, which represents an 8% increase over the previous year (7,299 calls dispatched). In addition, 34,748 urgent calls (a 4% increase over 2017 at 33,317 calls-for-service) and 77,676 routine calls (a 5% rise in calls-for-service from the prior year of 74,314) made up the balance of all citizen generated calls-for-service managed by the Communications Unit in 2018.

For the year 2019 to-date (as of May 31), the Communications Unit had received 49,103 citizen generated calls-for-service. This number was comprised of 3,271 emergency calls, 13,982 urgent calls and 31,850 routine calls.

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 continues to be a member of the Region of Durham Staff Working Group. Members understand the importance of removing barriers and working collaboratively to strategize and plan for accessibility.

Our Service allows persons with disabilities to be accompanied by support persons, guide dogs, and service animals in all public areas of our properties.

In 2018, a Front Counter Loop System was installed at the interior front area of each Division and at the Regional Headquarters reception area to improve customer service to those with hearing aids. Obtained from the Canadian Hearing Society, this loop system is able to connect wirelessly and directly to a hearing aid. As the DRPS member speaks into a small microphone the person with the hearing aid can hear everything clearly in their ear.

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, 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).

In 2018, only one (1) legitimate call has ever been received via this process.

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 is taken by Facilities Management staff. 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 continues to follow 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. Throughout 2018, the Information Release Unit processed police record checks within ten business days.

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 Auxiliary Unit is authorized by the Police Services Act. Currently, the unit is led by an Auxiliary Inspector, four Administrative Auxiliary Staff Sergeants and 11 Auxiliary Sergeants.

In 2012, Chief Ewles determined the DRPS Auxiliary Unit should achieve a staffing complement that represents ten percent of the sworn strength of our organization to enable the Unit to fulfill their mandate. The authorized strength of the Unit is now at 90 members. At the end of 2018, full authorized strength for the Unit was achieved for the first time with a total of 86 Auxiliary members on active service.

In 2018, the Auxiliary Unit participated in a total of 151 events throughout the Region. Members of the Unit contributed 20,287.5 hours of service to the community. Auxiliary Unit training totaled 5289 hours with all members completing their annual mandatory use-of-force training.

The Auxiliary Unit maintains monthly meetings to enhance the level of communication amongst its members. The unit meets every second Wednesday of each month, excluding the months of May, July, August and November, and these meetings are held at the Whitby Marina. The Auxiliary Unit Inspector and Non-Commissioned Officers (NCOs) meet the first Tuesday of each month, excluding July and August, at the Central West Division Community Room. The Auxiliary Unit Liaison Officers also attend both the NCO and Unit meetings.

Victim Services

In 2018, 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. In the spring of 2108 the Victim Services of Durham Region Board of Directors completed their search for a new Executive Director. The new Executive Director commenced employment with Victim Services of Durham Region on June 6th 2018.

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 own 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 their own 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 linked 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, who facilitates learning on various topics, such as the following:

- Victim Services Programs, Volunteer Victim Crisis Responder Roles & 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

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

Ride-Along Program

Participation in our Ride-Along program in 2018 was governed by our internal directive (AO-20-001). This directive had been developed to ensure that all requests for involvement in the Durham Regional Police Service (DRPS) Ride-Along Program were processed and administered in a consistent manner. The provisions of this directive were intended to protect the rights and interests of both the Service and any person taking part in the Ride-Along Program.

The Ride Along Program in 2018 was offered to persons 18 years & over. The following persons were 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 2018, policing operations conducted a total of 171 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 Branch. The selection process to become a volunteer consists of an application process, candidate interviews, resume and reference/background checks. A positive Criminal Information Request response and a driver's license abstract is also sought as part of the candidate selection process. 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 P.C. Darryl Rice of the Crime Prevention Unit. P.C. Rice, along with a civilian team leader, organizes and manages all requests related to volunteer related functions and events.

In 2017, 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 expanded to the point that it is now staffed by a total of 61 people volunteering their time. This same volunteer staffing level was maintained throughout 2018 as well.

Therefore, I report compliance with this provision.

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