



## REPORT TO THE POLICE SERVICES BOARD

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Type of Report: Public

Title: Monitoring Report – Treatment of Residents and Visitors

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### RECOMMENDATION

That the Board finds that all provisions of the *Treatment of Residents and Visitors* report have been complied with.

### EXECUTIVE SUMMARY

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.

I report compliance with the provisions of this policy.

### DISCUSSION

#### **Board Policy Statement:**

*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.*

*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.*
- 2. Use methods of collecting, reviewing, transmitting or storing information that fail to protect against improper access to the material elicited.*
- 3. Fail to operate facilities with appropriate accessibility, privacy, and safety for residents and visitors to Durham Region.*
- 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.*
- 5. Fail to provide for the effective handling of calls for service by residents and visitors to Durham Region.*

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.

7. Fail to service *Criminal Information Requests* in accordance with police-sector best practices, in a timely manner.

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 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, and 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.

It is my interpretation that compliance with the eight policy provision statements fulfills the total requirements of this policy.

Further, it is my interpretation for provision:

1. 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.
2. 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.
3. 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 community members.
4. 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 fulfil this requirement.
5. 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.

6. 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.
7. 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.
8. 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:**

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, Equity and Inclusion 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.

### **1. ELICITING INFORMATION**

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.

The Collection of Identifying Information directive outlines the policies and procedures that members shall follow when collecting, or attempting to collect, identifying information in certain circumstances in accordance with Ontario Regulation 58/16. The directive also outlines the policies and procedures surrounding the retention, access, and disclosure of identifying information collected before January 1, 2017, and the restrictions to the retention, access, and disclosure of identifying information collected in violation of the law. An annual report on the collection of identifying information is provided to the Board each year.

### **2. COLLECTING, REVIEWING, TRANSMITTING, AND STORING INFORMATION**

It is a continuing requirement for all members of the DRPS to take an Oath of Secrecy upon being hired. Further, CPIC access standards, two factor authentication, password protection, encryption, and strict operating procedures surround the release and access to confidential information. To further ensure content is professional, appropriate and does not contravene any legislation, periodic

audits are conducted on police information systems such as the Virtual Mobile Data Terminals (VMDT), MediaOne, E-Parade, and Microsoft Outlook.

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 privacy legislation, the DRPS has included this information on the Notice to Collect Personal Information form that is completed by all potential employees.

Transmission of information is carried out through various mediums, including CPIC, fax, e-mails, electronic submission, and post/courier. The DRPS has several directives covering these methods including Computer Equipment Network Access and Security, Records Management, Canadian Police Information Centre (CPIC), and 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 14 Privacy Breaches reported to the Information and Privacy Commissioner of Ontario in 2021 and one Privacy Complaint. This represents a 180% increase in the total number of breaches compared to 2020. The privacy breaches were all similar in nature and were investigated and determined to be a result of human error when issuing E-tickets at roadside. Steps have been taken to increase membership awareness, and to remind members to exercise more caution when issuing tickets by ensuring the ticket is issued with the correct personal information. Scheduled membership reminders are posted on Media One, email, E-parade and will be added to the new internal digital displays which are installed at all the divisions.

### ***FOI Compliance***

In 2021, the FOI Unit received 1,521 formal requests for information. This number represents a 19.95% increase from 2020 over the prior year. The total number of FOI requests that were completed during 2021 reporting year was 1,508 compared to 1,257 in 2020.

At the end of 2021, DRPS was able to report a 100% compliance rate once again in meeting the legislated response time for FOI requests. The FOI Unit is staffed with three full-time analysts, one FOI Coordinator, and has utilized the assistance of another member in training in the capacity of a learning opportunity. All training in the unit is provided by the Senior Analyst, while processing requests to maintain compliance. 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 since 2015.

### **3. FACILITIES**

Durham Regional Police Service 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***

It is important to note that open days and times mentioned below are for operations prior to COVID-19 pandemic. Currently, our buildings are closed to the public except for emergency issues or by appointment. Many of the services offered are now available online or addressed over the telephone. DRPS looks forward to opening to the public once it is determined through the DRPS Emergency Operations Centre that Covid-19 restrictions can be lifted.

Central East Division in Oshawa and West Division, serving Ajax and Pickering, continue to provide full time public access, 24 hours a day, seven 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 period 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 (RRC), 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. Due to the ongoing pandemic, the Collision Reporting Centre is currently operating from 10 a.m. to 6 p.m., seven days a week.

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. From the initial closing of DRPS police facilities, including

Regional Headquarters (RHQ) in March 2020, the Information Release Unit has continued to process police record checks primarily working in a telework capacity. RHQ remained closed to the Public in 2021. Currently, the majority of Vulnerable Sector Checks can be completed entirely through our Online System. However, if results require fingerprints, which happens for approximately 6% of applicants (approximately 100 applications per month), they are required to attend in person for fingerprinting. During the latter half of 2021 and the ongoing COVID-19 pandemic, fingerprinting activities have resumed on an “appointment” only basis limited to 5 individuals per day, meeting the necessary requirements and limitations.

### ***Property Unit***

The Property Unit is located at 19 Courtice Court in Courtice, and 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, next to Sir William Stephenson Public School. The Village was established in 1995, with the focus of providing valuable safety lessons to the children of Durham Region. Over 15,000 students, parents and parent volunteers visit the Village every year.

The Kids’ Safety Village runs events that are open to the public throughout the school year. This past year, the Kids’ Safety Village was forced to have a limited schedule due to the COVID-19 pandemic. As a result, the following annual events had to be cancelled for 2021: ‘Easter Eggstravaganza’, ‘March Break Blitz’ and ‘Halloween Haunt’. The Kids Safety Village opened for the Christmas 2021 event, which reached a record breaking 6,526 people in attendance over a five-day period. The Christmas event also increased the popularity of the Kids Safety Village over social media with a following audience of over 2,200 people.

The current programs offered to students by DRPS at the Kids’ Safety Village include Bike and Helmet Safety, Pedestrian Safety, 911 Emergency Alertness, and Internet Safety and Cyber Bullying Awareness Program. The MTO also helps deliver the Pedestrian and Road Safety Courses. In 2020, the Kids’ Safety Village coordinator, as well as other members of the Community Safety Unit, conducted a review of these programs. The course content was updated to ensure that the Kids’ Safety Village programs continue to meet the needs of children throughout the Region. Further, the coordinator developed online strategies to enable the programs to be delivered online throughout the pandemic.

All schools in Durham Region are eligible to attend the Kids’ Safety Village during the school year. Currently, teachers book classes using the newly updated website via an online booking system, email or by contacting the Safety Village staff by telephone.

### ***Accessibility***

Every Division, the 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 Property Bureau, property pick-up counter is not barrier-free. If an accommodation for a member of the public is required, accessible driveway and parking is available outside the pick-up counter door, with an intercom/buzzer to notify DRPS members of someone's presence. All pick-ups are scheduled, there are no drop-ins.

### ***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 monthly by members of the Health and Safety Committee. There are no significant outstanding issues at this time.

## **4. EXPECTATIONS OF SERVICES PROVIDED**

The following organizational activities all support our achievement of this policy and are listed below:

- Daily media and public messaging from Corporate Communications using a variety of channels
- Community liaison committees (e.g., committee on diversity issues)
- Annual Report compilation and distribution
- Business planning process
- Monthly Police Services Board meetings (public sessions)
- Briefings to Council (Municipal and Regional)
- Daily updates to the external website (*www.drps.ca*)
- DRPS Facebook, Twitter (corporate and divisional), YouTube, LinkedIn, and Instagram accounts
- Community police office and municipal council interactions
- Community speakers, including presentations at recruiting fairs and senior safety presentations
- 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 Centres (Community Police Offices, satellite Community Policing Centres, Kids Safety Village), all provide a point of contact for citizens within the Region
- Public Opinion Survey

## *Corporate Communications*

Media releases are initiated when information is received by Corporate Communications related to criminal activity in neighbourhoods or by requests made from investigators to support ongoing investigations. In 2021, the DRPS issued a total of 612 formal media releases on topics ranging from law enforcement results and crime prevention initiatives to upcoming events and notices of meetings. An additional 92 social media releases were posted related to less severe incidents. These types of releases have been utilized since 2021 in an effort to expedite the process of providing information to the public.

From January to April 20, 2022, the Corporate Communications Unit had issued 143 formal media releases. This is a 20% decrease from the 180 media releases issued last year at this time. However, this can be explained by the use of social media releases as noted above. So far, 21 social media releases have been issued.

In addition to formal media or social media releases, some information is tweeted in real time via standalone tweets. In 2021, 1,767 of these standalone tweets were issued by DRPS Corporate Communications or by Communications – 911. Examples of these kind of tweets include real time information on road closures, public education, crime prevention and information on events/recruitment. This brings the total number of public statements issued through formal media releases and/or corporate tweets in 2021 to 2,471 which represents a 73% increase from 2020 (1,425). This increase is partly due to an increase in social media campaigns aimed at crime prevention and public education. Twitter impressions were up by 1000% to 25.8M in 2020 from 2.49M in 2020.

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 media 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 with their confidential tips to Crime Stoppers.

Corporate Communications has also introduced new and interactive communications with the community. Real time tweet-a-longs with a media officer in the field or fraud chats allow our citizens to ask questions in real time.

Corporate Communications responds to thousands of media/public phone calls, emails, and social media inquiries each year. The vast majority of inquiries are answered the same day.

Our website ([www.drps.ca](http://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 year 2021 was spent redesigning the entire corporate website. Content was reorganized and streamlined to allow the public an easier means of finding information. Feedback since the relaunch in January of 2022 has been overwhelmingly positive. The website averages approximately 2.3 million visits a year and the new website provides great analytics to track user experience and page use.

In terms of social media, our organization now has 51,000 followers on our corporate Facebook page, representing a 22% increase from 2020 (41,802) and a 40% increase from 2019 (36,333). We now have 82,300 followers on the corporate Twitter account, which is a 20% increase from 2020 (68,227) and a 31% increase from 2019 (62,629). All five Divisions continue to be active on

Twitter, sharing local information with their communities. We regularly surpass two million Tweet impressions for a single month. The Service now has over 2,500 subscribers on its YouTube channel, a 31% increase from 2020 (1,900) and has generated a total of 1,497,218 views on it since 2008. Our corporate Instagram account was launched on May 9, 2019 and it now has 9,415 followers, representing a 19% increase from 2020 (7,880).

### ***Diversity Advisory Committee***

The Diversity Advisory Committee (DAC) was established to work in collaboration with DRPS to address challenges impacting the diverse communities of Durham Region. DAC acts as a consultative and advisory body, assisting the entire leadership team, particularly the Office of the Chief of Police, in advancing the relationship between the Service and the diverse communities that comprise the Region of Durham.

The DAC is comprised of eleven (11) Durham citizens, who reside as far west as Pickering, as far north as Beaverton, and as far east as Oshawa.

The vision of the DAC is to enhance harmony and communication between the community and the DRPS in the interest of providing increased public safety. The mission of DAC is to create a mutual partnership between the community and the DRPS. They work collectively to create an environment of trust and openness to stimulate dialogue that results in a safer and more inclusive community. The DAC 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.

In 2021, DAC met 10 times, and discussed prevalent issues pertaining to police-community relationships. Standing agenda items for 2021 have included:

- Remaining updated, providing advice, and holding the Service to our deadlines, pertaining to the rollout of the Four-Point Plan to Address Systemic Barriers
- Justice Michael Tulloch recommendations – review and consideration of activities DRPS could/should engage in to address each recommendation. These recommendations have been followed up and reported back to DAC in terms of related actions.
- Providing input and recommendations to the Durham Regional Police Services Board on their Action Plan to Enhance Trust and Confidence in Policing in Durham.

Outside of the standing agenda, DAC has provided advice, robust conversation, and consultation on issues requiring their lens. These have included:

- Rise of hate crimes/hate-related incidents in the Region
- Social media posts by current and former members of the Service
- The display of pins / placards on uniforms and cruisers
- DRPS/DRPA reaction to request for Black officers at Black-focused vaccine clinic
- City of Toronto New Community Crisis Support Service model
- Race-based data collection, analysis, public reporting, and consultation
- Re-design of the DRPS website

- Review of DRPS' recruiting process and provision of recommendations
- Flag protocols in commemoration of events focused on marginalized communities

In addition, individual DAC members have participated in, and provided input to, a variety of initiatives such as:

- Recruit interviews
- Youth in Policing and Youth Advisory Committee interviews
- Review of policies, procedures, and directives
  - DRPS Code of Professional Conduct
  - Accessibility Standards
  - Respect in the Workplace
  - Bias Free Policing
  - Constable Recruitment and Selection Process
  - Complaints Process - Police Services Act
  - Informal Discipline
  - Civilian Discipline Process

Lastly, a formal communications process has been developed with the DAC, which includes criteria to notify DAC around major incidents, the creation of a DAC Major Incident notification e-mail, media communication and follow-up processes.

## **5. HANDLING OF CALLS FOR SERVICE**

By virtue of the operation of our Communications/911 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.

### ***Communications/911 Unit***

In 2021, the Communications/911 Unit answered a total of 243,710 calls received on the 911 emergency phone lines, representing a 9% increase over calls received in 2020 (223,224). In total, 92.8% of all 911 calls were answered within eight (8) seconds.

Additionally, the Communications/911 Unit answered 383,045 calls received on both their internal and non-emergency phone numbers in 2021. This number compares to the 386,573 calls on the internal and non-emergency lines received by the unit in 2020 (0.9% decrease).

In relation to incoming calls to the 911 Primary Public Safety Answering Point (DRPS Call Centre), increases in emergency calls continue to 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 2021, 34,798 calls fell into this category representing a 10% increase from 2020 (31,662). As of March 31, 2022, 14,845 have been received in this manner, which is up 4% from the 14,217 that were received in this manner at the same time in 2021.

In 2021, the Communications/911 Unit handled 140,982 citizen-generated calls for service. This number represents a .3 % increase over the year 2020 (140,594). There were 46,401 calls generated by Bell 9-1-1 and 'Caller Unknown' calls created by call takers (CELAB incidents) in 2021, an

increase of 15% over the 40,278 in 2020 (This includes CELAB incidents). The number of emergency calls dispatched in 2021 totaled 9,527, which represents a 2.6% increase over the 9,284 dispatched in 2020. In addition, 40,326 urgent calls were dispatched, which is an 1.7% increase from the 39,657 urgent calls in 2020. In 2021, there were 84,053 routine calls for service which represents an 8% decrease from the 91,653 routine calls in 2020.

## **6. COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT**

Our Manager of Facilities Management & Project Planner continue as members of the Region of Durham's Accessibility for Ontarians with Disabilities Act (AODA) Staff Working Group. Members understand the importance of removing barriers and working collaboratively to strategize and plan for accessibility.

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

Since 2015, a 911 call taker has been able to converse using text messaging to members 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 911 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 911 call taker will receive an indicator to communicate with the caller via text messaging. The 911 call taker then initiates text messaging with the caller to address the emergency. Text with 911 (T911) simply provides the 911 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).

Some 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. The Built Environment Standard is followed and maintained by the Project Planner & Interior Designer, Facilities Management. The Transportation Standard does not apply to any DRPS staff.

In 2018 all Divisional public counters received a Canadian Hearing Society (CHS) hearing aid loop system. This system connects a microphone on the DRPS side of the counter directly to a hearing device used by a member of the public. The person with the hearing aid stands near the counter with microphone and connects to it with a flip of a switch on their hearing aid. The DRPS member stands near the microphone and talks in a normal tone, so the person with hearing aid hears everything clearly and directly into their ear.

The DRPS readily accepts feedback from the community in a variety of forums. The DRPS can receive feedback verbally either in person or via electronic device, such as a telephone or TTY. The DRPS also receives feedback in writing via post, email, social media or the DRPS website. The new DRPS website is fully AODA compliant and has an online accessible form for providing feedback directly to the Service.

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 the DRPS in the identification of barriers and helps to effectively plan for their removal.

## **7. CRIMINAL INFORMATION REQUESTS**

On November 1, 2018, the Police Record Checks Reform Act (PRCRA) came into effect and the Information Release Unit is compliant with the legislation when processing all Police Record Checks. This legislation 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. Throughout 2021, the Police Records request total was 36,179.

## **8. CITIZEN VOLUNTEERS**

### ***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.

The DRPS Auxiliary Unit aims to achieve a staffing complement that represents ten percent of the sworn strength of our organization to enable the unit to fulfil their mandate. The authorized strength of the unit is now at 90 members. A recruitment process was undertaken, and 20 successful auxiliary recruits were selected and graduated after a protracted training schedule in September 2021. At the end of 2021, there were 87 active auxiliary members.

In 2021, the COVID-19 pandemic continued to have a significant impact on the utilization of our Auxiliary Unit, as most community events were cancelled. The Auxiliary Unit participated in only 73 events throughout the Region in 2021, an increase from 25 in the year previous. Despite the challenges, all auxiliary members completed their annual mandatory use-of-force training.

The Auxiliary Unit suspended its monthly In-Service training meetings to comply with the social gathering restrictions issued by the province. The unit had been meeting every second Wednesday of each month, excluding the months of May, July, August, and November. The Auxiliary Unit Inspector and Non-Commissioned Officers (NCOs) continued to meet virtually the first Tuesday of each month, excluding July and August.

### ***Victim Services***

In 2021, the Durham Regional Police Service continued their ongoing 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. Since 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 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 officer 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 victims 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:

- 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.

During 2021, VSDR provided support to 9,108 victims of crime and tragic circumstances as a result of 8,176 incidents. Of those 9,108 victims, 6,314 were adult females, 2,259 were male and 483 were children under the age of 15 years of age. Within the 8,176 incident cases, 3,852 referrals were made to our community partners that offer on-going support.

### ***Ride-Along Program***

Participation in the DRPS Ride-Along program is governed by the directive Ride-Along Program. This directive has been developed to ensure that all requests for involvement in the DRPS Ride-Along Program are processed and administered in a consistent manner. The provisions of the Ride-Along Program are intended to protect the rights and interests of both the Service and any person taking part in the Ride-Along Program.

The following persons are eligible for involvement in the Ride-Along Program:

1. Visiting police officers from other policing jurisdictions.

2. Durham Regional Police Services 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. HR referred members.
7. Any other person who has demonstrated an interest in a career in policing with DRPS and is authorized by HR conducting the Ride-Along Program.

An HR recruiter reviews all online applications to ensure that they are completed according to the directive.

The Ride-Along Program continues to be on hold pending changes in DRPS Covid-19 restrictions.

### ***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 are 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 provided a shirt with the 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 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 functions and events requiring volunteers.

The COVID-19 pandemic has limited or prevented many community events that would have utilized and required the assistance of DRPS Volunteers. The only program operating in 2021 using volunteers was the Food and Toy Drive.

## Report Approval Details

Document Title:	Treatment of Residents and Visitors_220517.docx
Attachments:	
Final Approval Date:	May 5, 2022

This report and all of its attachments were approved and signed as outlined below:

Joseph Maiorano

A handwritten signature in black ink, appearing to be 'Todd Rollauer', with a stylized, somewhat abstract shape.

Todd Rollauer