



REPORT TO THE POLICE SERVICES BOARD

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Date of Report: 5/16/2023

Type of Report: Public

Title: Monitoring Report – Treatment of Residents and Visitors

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 to all provisions of this policy.

DISCUSSION

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, 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 customers.
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, Strategic 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 Durham Regional Police Service (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 2022 and one Privacy Complaint. This represents a 0% increase in the total number of breaches compared to 2021. 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 of the divisions.

FOI Compliance

In 2022, the Privacy Unit received 1696 formal FOI requests for information. This number represents an 11.5% increase over the prior year 2021. The total number of FOI requests that were completed during the 2022 reporting year was 1672 compared to 1508 processed in 2021.

At the end of 2022, DRPS was able to report a 100% compliance rate once again meeting the legislated response time for FOI requests. The Privacy Unit is staffed with three full-time analysts and one FOI Coordinator, and has utilized the assistance of one Information Release Unit member as a learning opportunity. All training in the unit is provided by a Senior FOI Analyst. Information Release Unit members participating in the learning opportunity provide added support during non-peak periods in FOI processing. This added support, combined with periodic overtime, has proven successful in continuing to maintain a compliance rate of 100%.

3. FACILITIES

In general, 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):

- Accident Reports – Divisions provide driver's copy
- Vehicle Release – Divisions
- Public Complaints – Divisions, online and mail
- General Inquiries – Divisions

Services available on-line or by mail:

- Police Record Checks
- Freedom of Information Requests
- Destruction of Fingerprint Requests
- Incident Reports
- Property Reports

Open to the Public

Central East Division in Oshawa and West Division, serving Ajax and Pickering, provide full time public access, 24 hours a day, seven days a week, for most services.

Central West Division in Whitby is open to the public weekdays, excluding holidays, from 8:00 a.m. to 4:00 p.m. East Division in Bowmanville is open weekdays, excluding holidays, from 8:00 a.m. to 4:00 p.m., while North Division in Port Perry is open weekdays, excluding holidays, from 8:00 a.m. to 4:00 p.m.

The Durham Regional Police Reporting Centre (RRC), located at 650 Rossland Road East, Whitby, is open from 10:00 a.m. to 6:00 p.m. weekdays and weekends and holidays from 10:00 a.m. to 6:00 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. 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/9-1-1 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 Victim Services of Durham Region.

Information Release Unit

The Information Release Unit operates out of a designated/restricted public access area on the third floor of the Region of Durham Headquarters building. It provides timely processing of online Police Record Check applications and in-person digital fingerprinting by appointment only for our

applicants. Public access to the 3rd floor is restricted, by appointment only, and with the escort of an Information Clerk.

Currently, the majority of Vulnerable Sector Checks, Criminal Record Checks, and Criminal Record Judicial Matters Checks are completed entirely through our online system. However, approximately 6% of applicants (approximately 100 applications per month) will need to have fingerprints completed on-site, by appointment. Fingerprinting appointments are limited to about 6 per day, meeting the necessary requirements and limitations. Effective April 1, 2022 the Ontario Government eliminated the fee for Criminal Record Checks and Criminal Record and Judicial Matters Checks only. During the period of April 1, 2022 to December 31, 2022 the total free volunteer criminal record checks (CRC) processed were 159, and 212 free volunteer criminal judicial matters checks (CRJMC).

Property Unit

The Property Unit is located at the Regional Reporting Centre 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 also runs special events that are open to the public throughout the school year. This past year, the village was able to open for all three public events that we annually host. Every event that held in the Village – Easter Eggstravaganza, Halloween Haunt, and Christmas – had record-breaking attendance numbers since the Village opened in 1995. Our social media following for the Kids' Safety Village has almost doubled since June 2022 - 1,464 to 2,719 following.

For the first time ever, the Kids' Safety Village was open to the public Monday to Friday, 10am – 2 pm all summer long. Since June 27, 2022, the Safety Village was open to the public daily with just over 2,200 total visitors. Helmet Safety and Pedestrian Safety classes were taught daily to the children who attended. By offering the summer program, the Safety Village provided 48 local students with the opportunity to obtain their volunteer hours for graduation.

On September 1 & 2, 2022, the Kids' Safety Village hosted a brand-new bus safety presentation for students who would be riding the bus for the first time when attending school. The Safety Village collaborated with MTO and First Transportation services. The response was amazing and the program received many compliments on the content, with children excited to be on a real school bus. Eighty-five (85) children participated in the program.

With the Village's summer hours, it has allowed the opportunity to connect not only with our community, but also with many organizations that want to be involved with the Village, including Girl Guides of Canada, Scouts Canada, home learning pods, Autism Ontario, and Victim Services

of Durham Region. The Kids' Safety Village has also established evening hours to teach children belonging to these organizations and groups, including home school learning pods.

Lastly, our newest addition to the curriculum taught at the Kids' Safety Village is a Human Trafficking session for grade 7/8 students offered in partnership with Victim Services of Durham Region. This program will be taught through scenarios, a virtual reality scenario room, and guided by trained workers who specialize in this area within victim services.

The current programs offered to students by DRPS at the Kids' Safety Village include Bike and Helmet Safety, Pedestrian Safety, 911 Emergency Alertness, and the Internet Safety and Cyber Bullying Awareness Program. The MTO also helps deliver the Pedestrian and Road Safety Courses. The Kids' Safety Village coordinator, as well as other members of the Community Safety Unit, conducted a review in 2020 of all the current programs taught at the Kids' Safety Village. The course content was then updated 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 the newly updated website via an online booking system, by 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.

Due to the age of some of the buildings and the code requirement changes from the time of the construction to present, the Region of Durham initiated in 2023 an AODA and OBC compliance assessment audit. The findings are being reviewed and any necessary work will be budgeted and prioritized in the coming year of 2024 to make it fully accessible by 2025.

The Operations Training Centre (OTC), Education & Training Centre (ETC) and Forensic Investigation Facility have barrier-free access but are not accessed by the public.

West Division and the Regional Reporting Centre 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 recently completed AODA audit at West Division in Pickering indicated that although it had various accessibility retrofits over the years, in order to meet full compliance by 2025 it would be necessary to address some items, such as: circular ramp to the main public entrance area needs to be redone for proper width, absence of landings, inadequate slopes, handrails, textured surface at the bottom of the ramp for visually impaired, and modifications to the public service counter.

The Property Bureau property pick-up counter at RRC is not barrier-free. If an accommodation for a member of the public is required, accessible driveway and parking is available. 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 or by requests made from investigators to support ongoing investigations. In 2022, DRPS issued a total of 464 formal media releases on topics ranging from law enforcement results and crime prevention initiatives to upcoming events and notices of meetings. An additional 38 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 1, 2023 to April 13, 2023, the Corporate Communications Unit has issued 126 formal media releases. This is a 13% decrease from the 143 media releases issued last year at this

time. However, this can be explained by the use of social media releases and stand alone tweets. So far, 35 social media releases have been issued in 2023.

In addition to formal media or social media releases, some information is tweeted in real time via standalone tweets. In 2022, 1,528 of these standalone tweets were issued by DRPS Corporate Communications or by Communications/9-1-1. Examples of these kind of tweets include real-time information on road closures, missing persons, public education, crime prevention and information on events/recruitment.

All formal media releases are sent by email to media and other community stakeholders including our Diversity Advisory Council, 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.

A Traffic Services Twitter account launched in 2022, and has become the most active and engaged account outside of our corporate account.

Corporate Communications continues to develop new and interactive communications with the community. Real-time tweet-a-longs with a media officer in the field or live fraud chats allow our citizens to ask questions and receive a response. We also generate educational and awareness videos that provide information and education on crime and community safety.

Our organization now has 57,000 followers on our corporate Facebook page, representing a 12% increase from 2021 (51,000) and a 36% increase from 2020 (41,802). There are now 91,700 followers on the corporate Twitter account, which is an 11% increase from 2021 (82,300) and a 34% increase from 2020 (68,227). All five Divisions continue to be active on Twitter, sharing local information with their communities. The accounts regularly surpass two million Tweet impressions for a single month. The Service now has more than 2,850 subscribers on its YouTube channel, a 14% increase from 2021 (2,500) and has generated a total of 1,510,712 views on it since 2008. Video views on YouTube have slowed because videos are posted directly to social media channels and garnered 971,000 views in 2022. Our corporate Instagram account was launched in 2019 and now has 11,200 followers, representing a 19% increase from 2021 (9,415).

In 2022, Corporate Communications began using a new analytic software to track our online public messaging across all of our channels. Through all of DRPS' social media channels (Facebook, Twitter, Instagram and LinkedIn) Corporate Communications made 3,651 posts, which garnered nearly 50 million (49.9M) impressions. DRPS videos were watched 971,000 times and posts received 5.11M engagements. Using the new analytic software, we will be able to provide comparison numbers for this report in 2024.

The corporate website has a wealth of information for the public, including public safety tips, educational videos, updates on investigations, and images of wanted suspects. The website was redesigned in 2021 and continues to be well-received for its ease, functionality and content. 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. In 2022, the website averaged approximately 1.2 million visits, up 455% from 2021 when the website averaged 216,000 visits. The improved functionality of the website may have resulted in

a 40% increase in online reporting in 2022 (7,609) over 2021 (5,426) as more users can more easily access the online reporting system.

Corporate Communications has added a ‘Can You Tell Me Why?’ section on the Service’s website to provide greater transparency around decision-making and information sharing. New pages on trending issues have been added, such as auto thefts for our community, to highlight the work done and provide crime prevention tips.

In 2022, Corporate Communications created an interactive online Annual Report. This move was in line with leading public and private sector organizations that embrace the expectations of new generations. While it can be printed, moving away from large-scale printing of reports that often get thrown away, the online version is easy to navigate, easy to access at any time and through dynamic interactive features increases retention of information.

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. Corporate Communications monitors the webmaster email account, which receives approximately 4,000 emails each year. These include a variety of requests including information about reporting a crime, neighbourhood concerns, and complaints/compliments about DRPS members.

Diversity Advisory Committee

The Diversity Advisory Committee (DAC) was established to collaborate with DRPS to address challenges impacting the diverse communities of the Durham Region. The current nine appointed citizens (vacancies to be filled in 2023) form a consultative and advisory body to the Office of the Chief of Police. Over the last year, DAC members have been involved in consultation/participation in a variety of initiatives, such as:

- The Chief’s four initiatives to address systemic barriers
- Consultation with DRPS Communications on various media-related community concerns
- Consultation on the DRPS Missing Persons Project
- Consultation on the DRPS Truth and Reconciliation Project
- Consultation on DRPS Race-Based Data Town Hall
- Consultation on the 2024-2026 DRPS Strategic Plan
- Participated in the hiring for the Youth in Policing Initiative
- Participated in the DRPS Citizens’ Police Academy

5. HANDLING OF CALLS FOR SERVICE

By virtue of the operation of our Communications/9-1-1 Centre, our Divisional Police Office and other resources, we have in place a prioritized call system. Directives and Community Safety Plans govern these systems. The Computer Aided Dispatch (CAD) system and Avaya Contact Center provides management data that is currently being utilized for items like workload balancing, response times, and call analysis.

Communications/9-1-1 Unit

In 2022, the Communications/9-1-1 Unit answered a total of 239,212 calls received on the 9-1-1 emergency phone lines, representing a 1.8% decrease of calls received in 2021 (243,710). In total, 91.2% of all 9-1-1 calls were answered within eight (8) seconds.

Additionally, the Communications/9-1-1 Unit answered 363,442 calls received on both their internal and non-emergency phone numbers in 2022. This number compares to the 383,045 calls on the internal and non-emergency lines received by the unit in 2021 (5.1% decrease which can be attributed in part to a new self-service option created for callers in 2022).

In relation to incoming calls to the 9-1-1 Primary Public Safety Answering Point (DRPS Call Centre), high call volumes of emergency calls continue to be attributed, at least in part, to enhanced Bell Canada technology introduced in 2015 that has led to the capturing of more "pocket dialed" and dropped calls. In 2022, 32,717 calls fell into this category representing a 6% decrease from 2021 (34,798). As of March 31, 2023, 10,975 have been received in this manner, which is up 51% from the 7,261 that were received in this manner at the same time in 2022. We attribute this increase in part due to new handset "safety" enhancements like crash notification and fall notification from connected devices like smart watches and the ever-increasing wireless cellphone users.

In 2022, the Communications/9-1-1 Unit handled 177,818 citizen-generated calls for service. This number represents a 26% increase over the year 2021 (140,982). There were 41,001 CELAB incidents in 2022, a decrease of 12% over the 46,401 in 2021. (This includes cell abandoned calls generated by Bell 9-1-1 and caller unknown created by Call-takers.) The number of emergency calls (priority one) dispatched in 2022 totaled 9,360, which represents a 1.8% decrease over the 9,527 dispatched in 2021. In addition, 41,305 urgent calls (priority two) were dispatched, which is a 2.4% increase from the 40,326 urgent calls in 2021. In 2022, there were 80,174 routine calls (priority three and four) for service which represents a 4.6% decrease from the 84,053 routine calls in 2021 (see *Figure 1* below for call urgency classification).

<u>PRIORITY ONE</u>	<u>PRIORITY TWO</u>	<u>PRIORITY THREE</u>
Emergency	Urgent	Moderate
<u>Criteria:</u> <u>High</u> threat of serious physical harm Protection and preservation of life <u>Examples:</u> Crimes of <u>violence</u> in progress, or imminent Suspect being pursued by citizen and no voice contact available Major disasters or serious public hazard Serious risk to public safety	<u>Criteria:</u> <u>Moderate</u> threat of serious physical harm Precautionary response required to prevent/protect from non life-threatening physical harm Preservation of property and the environment, critical or transitory evidence <u>Examples:</u> Suspect on-scene with victim or is being detained and moderate risk of physical harm Suspect has just fled scene after committing a violent criminal act Suspect apprehension probable Property crime in progress	<u>Criteria:</u> <u>Minimal</u> threat of serious physical harm Non-life threatening Suspect <u>not</u> on scene and immediate apprehension improbable <u>Examples:</u> Non-violent suspect on scene Crime is <u>not</u> in progress requiring <i>immediate mobile response</i> Calls not suitable for RRC
<u>PRIORITY FOUR</u>	<u>PRIORITY FIVE</u>	
Routine/Alternate	Proactive / Administrative	
<u>Criteria:</u> <u>No</u> threat of physical harm Non-emergency calls Report/response required by mobile unit or appropriate alternate response Suspect not on scene and apprehension improbable <u>Examples:</u> Crimes <u>not</u> in progress Follow up activity All calls for service not classified as emergency/urgent/moderate should be considered for RRC Mobile response NOT required for field report	<u>Criteria:</u> No threat of physical harm Problem based policing <u>Examples:</u> Field activity – can be dispatched if needed All calls for service that are not classified as emergency/urgent should be considered for RRC	

Figure 1: Call Urgency Classification

6. COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Our Manager of Facilities Management & Project Planner continues as member of the Region of Durham's 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 9-1-1 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 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).

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 in 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 removal of barriers.

7. POLICE RECORDS CHECKS

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. The PRCRA has an exceptional disclosure assessment process which permits the inclusion of specific non-convictions for vulnerable sector checks. Throughout 2022, the Police Records request total was 46,041, compared to the 2021 total of 36,179, an increase of 27.25%.

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.

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. The last recruit class of Auxiliaries was in the fall of 2021. At the end of 2022, there were 84 active auxiliary members.

In 2022, the COVID-19 pandemic continued to have an impact on the utilization of our Auxiliary Unit, as most community events during the early part of the year were cancelled. However, the Auxiliary Unit participated in 122 events throughout the Region in 2022, an increase from 73 in the year previous. Despite the challenges, all Auxiliary members completed their annual mandatory use-of-force training.

Throughout 2022, the Auxiliary Unit met the 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 the first Tuesday of each month, excluding July and August.

Victim Services

In 2022, the DRPS continued their ongoing partnership with Victim Services of Durham Region (VSDR), a local non-profit charitable organization that operates the Victim Service Unit on behalf of Durham Regional Police. Since 2015, Victim Services has been accommodated at our South Oshawa building location.

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 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 Volunteer 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 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 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, 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 of their time to victims of crime when they need it most.

During 2022-2023, VSDR provided support to 7,786 victims of crime and tragic circumstances as a result of 8,106 incidents. Of those 7,786 victims, 5,189 were adult females, 1,759 were male and 752 were children under 15 years of age. Within the 8,106 incident cases, 1,831 referrals were made to our community partners that offer ongoing 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 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. Human Resources (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.

Volunteers

The DRPS Police Volunteer Program is a civilian complement of civilian community members who are available to assist our Service in a variety of crime prevention and community-related 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, DRPS Children's Games 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 completed 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 volunteer related functions and events.

Since the COVID-19 pandemic and the slow return to pre-pandemic status, there has been limited involvement at many community events that would have utilized and/or required the assistance of DRPS Volunteers. The volunteer program has dropped to almost half of its original complement, due to change in lifestyle, employment, and interest. There are approximately 22 volunteers who are still on the active/involved list, and 2023 will see a recruitment drive for additional members to the volunteer program. The only programs operating in 2022 that utilized DRPS volunteers were the Food and Toy Drive and Kids' Safety Village.

Report Approval Details

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

Joseph Maiorano

A handwritten signature in black ink, appearing to read 'Peter Moreira', with a stylized flourish at the end.

Peter MOREIRA